EDS Systems

Computer Operations Procedures Manual

LIBRARY REFERENCE NUMBER: SYS10002 REVISION DATE: MARCH 2004 VERSION 2.0

Systems Unit

INDIANA HEALTH COVERAGE PROGRAMS

Computer Operations Procedure Manual

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VERSION 1.0

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Table of Contents

Revision History ..... **iii**

Section 1: Introduction **1-1**
- Overview 1-1
- Mission Statement 1-1
- Vision 1-1
  - External 1-1
  - Internal 1-1
- Values 1-1
- Measures 1-2

Section 2: Department Organization and Staffing **2-1**

Section 3: Contact List **3-1**
- Sub-contractors and Suppliers 3-1

Section 4: Equipment Utilization **4-1**
- Xerox Printing 4-1
  - Hardware 4-1
- Pitney Bowes Series 8 Inserter 4-1
  - Model 4-1
  - Hardware 4-1
  - Software 4-1
- Pitney Bowes Paragon Mailing Equipment 4-2
  - Model 4-2
  - Features 4-2
- DataCard Machine 4-2
  - Hardware 4-2
  - Software 4-2
- Sun Equipment 4-3
- CD Burning 4-3
- Strapping Machine 4-3

Section 5: Desk Level Procedures **5-1**
- Overview 5-1
- Operators Console Log 5-1

Section 6: Electronic Claims Submission **6-1**
- Overview 6-1
- Description of Equipment 6-2
- Description of Equipment 6-3
  - SUN Sparc Workstation 6-3
  - Lucent Portmaster Modems 6-3
- Electronic Claims Via Modem 6-3
- Procedures for Copying MCO Data Files to Download Directories 6-3
  - Overview 6-3
  - Procedures 6-3
- Read In Claim Tapes 6-4
  - Load a Tape on the Qualistar Tape Drive 6-4
  - Log in Vendor Tapes and Cartridges 6-4
- Reading 9-Track Vendor Tapes 6-6
  - First Screen 6-6
  - Second Screen 6-7
  - Third Screen 6-7

Fourth Screen....6-7
Fifth Screen....6-8
Sixth Screen....6-8
Seventh Screen....6-8
Eighth Screen....6-8
Ninth Screen....6-8
Unload a Tape from the Qualistar Tape Drive....6-9
Read in 3480 Cartridge Claims Tapes....6-9

Section 7: Reading in Data Inputs Tapes....7-1
Read In Crossover Part B Tapes....7-1
First Screen....7-1
Second Screen....7-1
Third Screen....7-2
Fourth Screen....7-2
Crossover Tapes Old Procedures for Historic Purposes....7-2
Read In Crossover Part B/DMERC Tape....7-3
First Screen....7-3
Second Screen....7-3
Third Screen....7-4
Fourth Screen....7-4
Crossover 3480 Cartridge Tapes....7-4

Section 8: Creating Data Output Tapes....8-1
Eligibility COB Tapes....8-1
Overview....8-1
Procedures....8-1
MEDCO Tape Processing....8-2
Overview....8-2
Procedure....8-2
Medstat Tape Procedures....8-2
Overview....8-2
Tape Creation Jobs....8-3
Notes:....8-3
Procedure for Creating Tapes....8-4
HMS Extract Tape....8-5
Overview....8-5
Data Creation Jobs....8-6
Tape Creation Jobs....8-6
Tape Creation Procedures....8-7
Millman Tape Procedures....8-8
Millman Job List....8-8
Millman Label Procedures....8-9
Affiliated Computer Systems Tape Procedures....8-10
ACS Job List....8-10
ACS Label Procedures....8-11
Creating PMP Tapes for Americhoice....8-11

Section 9: Helpdesk Procedures....9-1
Reset an Indiana*AIM* Password....9-1
Reset a MARS Password....9-2
Changing UNIX Passwords....9-2
Overview....9-2
Procedures for Power Password:....9-3

Section 10: Eligibility Verification System....10-1

Overview....10-1
AVR Overview....10-1
Online Status Checking....10-1
Data To Use for Testing....10-2
Identifying Problems with AVR....10-2
Identifying Problems with OMNI....10-3
POS Troubleshooting Procedures....10-3
Starting an x25 Trace Log....10-3
If PCLD020 Box is not Running (8:00pm – 12:00am)....10-4
Cycle Jobs Affecting Pos Availability....10-4
Duplicate Trace Running....10-5
POS Non-Transaction Error Response....10-5
POS Bounce procedures....10-5
Verify Circuit is available to New Jersey....10-5
Resetting the DSU/CSU....10-6

Section 11: Cycle Jobs for AVR/POS....11-1
AVR JOBS....11-1
Job VRSPD010....11-1
Job VRS0D010....11-1
Job VRS1D010....11-2
Job VRS2D010....11-2
Job VRS4D010....11-3
Job VRS5D010....11-3
Job VRS3D010....11-4
Updated POS Job Information....11-4
Job PCLRPOS....11-4
Job SYSPD020....11-5
Job CLMPPOS2....11-5
Operations POS Procedures....11-5
Job PCLRBNCE_POS....11-6
Job SYSPD011....11-6
Job SYSPD021....11-6
Job CLMPPOS1....11-7

Section 12: Cycle Monitoring....12-1
Overview....12-1
Tips and Hints for Effective Monitoring....12-1
Commonly Used Directories and Aliases....12-1
Windows to Have Available....12-1
Routine for Researching Abends....12-2

Section 13: Data Card Processing....13-1
Important Numbers....13-1
Instructions....13-1
Power Loss While Machine is in Use....13-3
Maintenance....13-4
Preventative Maintenance....13-4
Changing Foil Ribbon and Sticky Tape....13-4

Section 14: Printing Procedures....14-1
Overview....14-1
Postscript Print....14-1
Printing Line Mode Jobs to Print Queue....14-1
Submitting Re-occurring Jobs to the Print Queue....14-2
Operations Utility Menu....14-2

Processing the PMP jobs through Streamweaver....14-5
Overview....14-5
PMP Streamweaver Script....14-5
PMP Utility Menu Process....14-6
LPSPLUS Spool....14-7
Overview....14-7
LPPLUS Spool Screen....14-8
Status Code Explanation....14-8
Enable the Printer....14-8
Mount the correct form....14-9
To change a form on the Job (not used often)....14-9
To restart a job from the beginning....14-9
To cancel a job, highlight the job....14-9
To view a job....14-9

Section 15: Report Sorting and Distribution....15-1
Overview....15-1
Daily Reports....15-1
Weekly and Weekend Reports....15-1
Monthly Reports....15-1
Quarterly Reports....15-1
Report Distribution Changes and Additions....15-2

Section 16: Provider Remittance Advice/Checks....16-1
Overview....16-1
Processing RAs Through Streamweaver Application....16-1
Overview....16-1
RA Streamweaver Script....16-1
RA process: Utility Menu....16-2
Printing Remittance Advice Files Requiring Check Stock....16-3
Check Handling and Printing....16-4
RA Jam Clearance....16-4
Damaged Checks....16-5
Respooling Check Segments....16-5
Huntington Bank Transfers....16-7

Section 17: EOP Tape Processing....17-1
Overview....17-1
Print EOP List....17-1
First screen....17-1
Second screen....17-2
Third screen....17-2
Fourth screen:....17-3
Electronic RA/3480 EOP Tapes Transfer....17-3
EOP Tape Recreates....17-10
EOP Re-create Process....17-11
9-track EOP Restores from 8mm Tape....17-12

Section 18: Processing Jukebox Tapes....18-1
Networker....18-1
SUN Jukebox Backups....18-1
Removing tape for Off-site Storage....18-1
Changing ARCH_ALL_DRA Tapes....18-2
Procedures to Load Arch_All_DRA tapes:....18-2
Printing Back-up job list....18-4
Removing Arch_All_DRA Volumes:....18-5

Remove Volumes from Networker....18-5
Re-using Old Arch_All_DRA Tapes....18-9
Removing and Adding Arch_All_DRA Volumes....18-9
Labeling New Tapes....18-14

Section 19: SUN System Shutdown....19-1
Overview....19-1
Uninterruptible Power Supply Status....19-1
Notification....19-3
Power Down Computer Equipment....19-3
Powering down the Sun Enterprise Servers 4500, 550, 6500, and E450....19-3
Powering down the Sun SPARCcenter 2000s....19-6
Powering down the Sun Mass Storage Unit....19-7
Powering down the SUN SPARC Storage Array Units....19-7
Powering down the SUN SPARC 10s (dsibsun4 & SUN5)....19-7
Powering down dsibsun9 (Viking server) and dsibsun8 (test server)....19-8
Powering down dsibsun7 (lpplus server)....19-9
Powering down Ultra 2s (Firewall 1 and Firewall 2)....19-9
Powering down the Peripheral devices....19-10

Index....19-11

Section 1: Introduction

Overview

The Computer Operations Procedures manual is the primary reference document of responsibilities performed by the Computer Operations Unit for the Indiana Title XIX customer. This document is located and maintained on-line. Any additions, deletions, and updates are to be made to this document to assure it is always current.

Mission Statement

Computer Operations is a team of dedicated professionals who provide quality information processing while ensuring the integrity of the customer's data.

Vision

External

The Computer Operations Unit is the preferred business partner providing data processing and print services for both internal and external customers.

Internal

Interacting as a team, computer operators has a high level of expertise and confidence while promoting an environment of quality relationships throughout the account.

Values

The Computer Operations Unit holds the following values:

- *Integrity* – The foundation of EDS.
- *Drive* – Initiative, energy, and enthusiasm. This describes the determination to see a job through and to work with the customers to realize the best possible result.
- *Range* – The scope, know-how, reach, depth, and breadth of what we do and what we aspire to do. It represents the diversity, experience, and organization. It is also the ability to deliver consistent quality in a wide variety of markets and real-life situations.
- *Insight* – Innovation, sensitivity, and creativity. Insight is also a matter of vision, discernment, and perception. It is an in-depth understanding of the customer's business and what it takes to ensure project success.
- *Customer and quality focus* – Quality is the foundation for satisfying customer needs and the customer is the core reason for departmental activities.
- *Team Orientation* – Working together as an account team and working as a team with partners and the state of Indiana is a core value of this account.

- *EDS Learning Values* – Curiosity, humility, empathy, self-esteem, and trust.

Measures

The Computer Operations Unit will measure its success in the following ways:

- Meeting deadlines
- New business
- Number of e-mail requests
- Form requests
- Feedback, positive, and negative
- Number of bad checks, costs of replacing bad checks
- Tapes
- Number of mistakes

Section 2: Department Organization and Staffing

The Computer Operations Unit is staffed with the following positions:

- Computer Operations Manager (1)
- Computer Operations Team Lead (1)
- Computer operators (11)
- Courier driver (1)

The computer operations manager reports to the systems support manager who reports to the systems director. The computer operators and the courier driver report directly to the computer operations supervisor.

The computer operators share in all computer operations responsibilities and post processing of print. Each operator is cross-trained for every task including the courier driver responsibilities and function. The courier driver performs scheduled deliveries to the customer and assists with post processing of print.

The Computer Operations Unit provides 24 hours a day seven days a week computer support and coverage. The operators work a combination of eight and twelve hour work schedules. The courier driver works an eight-hour day Monday through Friday.

The computer operator responsibilities include:

- Report printing and distribution
- Tape handling and management
- Help desk assistance
- File and data transmission
- Forms design
- Output processing and mailroom functions

Section 3: Contact List

Sub-contractors and Suppliers

Table 3.1 – Sub-contractors and Suppliers

Vendor	Primary Name	Contact Number	Escalation Name or Dept.	Escalation Number
Ameritech	See AT&T	N/A	Do not call directly	N/A
Anacomp 237288	Customer Service	1-800-920-7378		
Andataco	Tech help desk	1-800-443-9191 ext.1504 (Lois)	Corey Preville	(301) 963-9191
Apex	Air condition	252-4545 or 1-800-846-6878		
Arcane Services	Steve Brennan	870-5669	Tape Drives	
AT&T	EDS AT&T desk		N/A	N/A
AVR	Intrvoice	1-800-955-4688	N/A	N/A
Building Facilities	Maintenance	630-3622	N/A	N/A
Building Security	Front desk	237-7899	N/A	N/A
Cannon IV	Toner HP printers	924-5552		
Columbus Container, Inc. Code #2692	Customer Service	812-376-9301 Fax: (812) 376-9891		
Computerm	Service for INDY_XIX CSN 0909 and Auburn Hills CSN 0910	1-800-947-4279	Service	
Consolidated Plastics	Customer Service	1-800-362-100 Fax: (216) 425-3900 e-mail joe		
DASS 2 Ops	Node DAS2	1-800-336-6955 Option 1, then 2	Automated System	
Datacard	1-800-328-3996			
	Machine #	S/N 2592		
	Site	776213001		
Datacard	Parts/Supplies Service $100 min.order Doug Shreiner - tech	1-800-826-0490 1-800-823-3996 Fax: 1-800-247-8762		
Dayton EDS*LINK	Help desk	(513) 455-1650	Line #L017262	Remotes 13,71,72
			P1727240	Remote 13: REI ptr
Dayton EDS*LINK	Help desk, Network hardware	(513) 455-1836	N/A	N/A
EDS CSI Novell	Novell 24hr support	1-800-605-8900	N/A	N/A

(Continued)

Table 3.1 – Sub-contractors and Suppliers

Vendor	Primary Name	Contact Number	Escalation Name or Dept.	Escalation Number
EDS CSI - SUN	EDS Help Desk	1-800-827-5781	SUN service **EMERGENCY USE ONLY**	1-800-USA-4SUN
EDS/ATD Contact	Pat Galdakis	(317) 242-0511 Pager: 235-9953		
EDS Global Purchasing	Michelle Hurst	(972) 605-9736 (972) 605-9969 Fax: (972) 605-9916 (972) 605-9924		
EDS Router Group		(214) 604-9153		
EDS Technical Products	Jane Allston Kimberly Horan Michael Hughes	(214) 470-3605	Shelby Antoniou Flo Hill Carl Hardaway	(214) 470-5020 (214) 470-5017 (214) 470-4558
Entire Corporation	SUN7 Host ID 723414e0	(716) 742-2200	Service for new License String	
Federal Express	Pick-up line	1-800-238-5355	RI Acct # VT Acct:# IN Acct#	163328292 101320766 145172578
Federal Express	Customer Service	1-800-463-3339		
Freiden Neopost Hoosier Mailing	James Hughes	(317) 632-6007	Miles Witt	(317) 632-6007
Hubs/Routers	EDS Network Services	(214) 604-9360 Menu Options #6	N/A	N/A
Imaging Automation (CRLD)	David Howard, Jeff Setrin	(603) 598-3400	N/A	N/A
Integrated Solutions LPPLUS/SUN7	Bill Sanders	Office: 972-245-9377 Pager: 800-436-4874		
Iron Mountain		(317) 244-9044	Acct:# INV89	
Kodak	Parts/Supplies/ Customer Service	(888) 247-1234 1-800-431-7278 Must order by Fax **MOC** 370 **RC** 6128132		
Kodak Corporation	Service hours 1700 – 0800 Komstar Serial #K336-0350 DUP #K358-1505	1-800-356-3253	Steve Ritter	
Legato (Networker)	Tech help desk	(415) 812-6100	Jonathan Curtis	(415) 812-6124
Liebert (Unitrpt Pwr Sly)		1-800-543-2378	Scott Massey	1-800-733-2730 1-800-543-2378

(Continued)

Table 3.1 – Sub-contractors and Suppliers

Vendor	Primary Name	Contact Number	Escalation Name or Dept.	Escalation Number
Moore	Matthew Olin Suzanne Martin	(502) 329-4625 (317) 630-2954 Fax: (317) 630-2922		
Moore Business Systems	Moore Service CUST# 96666485	1-800-433-5577	William Lazzara	(412) 278-6075 1-800-433-5577
	Jeff Conway	1-800-433-5577		
	Paul Wadel (sysfab)			
NEOPOST (Postage Meter)	Customer JO 31187346	1-800-259-2678		
Network Peripherals	John Fuller	(708) 490-7115	N/A	N/A
Novell	Novell support **DO NOT CALL DIRECTLY**	1-800 453-1267	N/A	N/A
Router Group		(214) 604-9153		
Racal Milgo	Ron Sadler	1-800 456-7804 Option 7	John Condon	1-800 456-7804
Sayers Computer	Melanie Christmas	1-800-323-5357 (847) 391-4026 (847) 391-4007 Fax: (312) 441-5968 E-mail: Mchristmas@sayers.com Pgrayer@sayers.com		
Storage Tek	Service, Loc # 133935	1-800-525-0369		
Storage Tek Site #400165	Customer Service Parts/Supplies	1-800-525-0369 1-800-905-8502		
SUN Micro Systems	EDS CSI Service Desk (Call first)	1-800-827-5781		
	Monty Bollinger	(317) 574-5701	Eric Decker	(317) 574-5724
	Andy	(708) 285-7534	Pat Lacalere	(214) 386-8449
TNS			Larry Compton	(214) 789-2911
UDS Modems	Tech help desk	1-800-221-4380	N/A	N/A
United Parcel Service	Customer Service Billing	1-800-742-5877 1-800-877-1613		
US Postal Service	Customer Service	(317) 464-6374		
US Postal Service – 9205 (Bulk Mail)	Customer Service	(317) 464-6160		

(Continued)

Table 3.1 – Sub-contractors and Suppliers

Vendor	Primary Name	Contact Number	Escalation Name or Dept.	Escalation Number
US Postal Service – 2494 (Business Reply)	Customer Service	(317) 464-6195		
Xerox	Customer Service	1-800-822-2200 Page Larry to place order. Pager # 256-3252		
Xerox (Equipment)	Xerox Service 4635-1 Serial# 4635-2 Serial# 4850 Serial# Cust #	1-800-822-2979 6D5 004842 G3U041072 11W031375	Mike Mathews	(317) 875-6534
Xerox Elixer software	Dawn Sallee	815-4169 Fax: 815-4204 Pager: 256-4204		
Xerox Software	Service support	1-800-821-2797	Give printer serial # above	

Section 4: Equipment Utilization

Xerox Printing

The print-room is connected to the SUN backbone by using the SUN Sparc 20 for the print spool server.

Hardware

- One DP 180 Printer
- One LPS 4635 Printer
- One Digi Path Scanner
- SUN Sparc 10 (SUN7)
- Two Xerox Controllers
- One PC for Digi Path
- One PC for Xerox Forms Design

Pitney Bowes Series 8 Inserter

Model

- PB Series 8 400R

Hardware

- Pentium Level PC
- Hi Capacity Feeder and Bed
- Dual Accumulator Units
- Folding Unit
- Transport Unit
- Three Pocket Feeders
- Enveloper Module
- Mail-piece Redirector Table
- Two R150 Series Postage Meter Stations
- Variable Speed Envelope Output Conveyor

Software

- Windows For Workgroups 3.11

- Pitney Bowes ISC2H02 Software

Pitney Bowes Paragon Mailing Equipment

Model

- Model # UF60

Features

- Auto Feed
- WOW module
- Output Stacker
- Presort/FirstClass indicia

DataCard Machine

The datacard machine allows us to create ID cards for the state of Indiana. Currently, the department processes and mails approximately 8,000 cards per week.

Hardware

- Pentium Based PC
- Data-card 7000 with 3 modules
- Magstripe, Print, and Embosser
- Laser Printer
- Ultrapac
- Bridge Transport
- Inserter/Sealer

Software

- OS2 Warp
- Data-card 7000 software

Sun Equipment

CD Burning

Strapping Machine

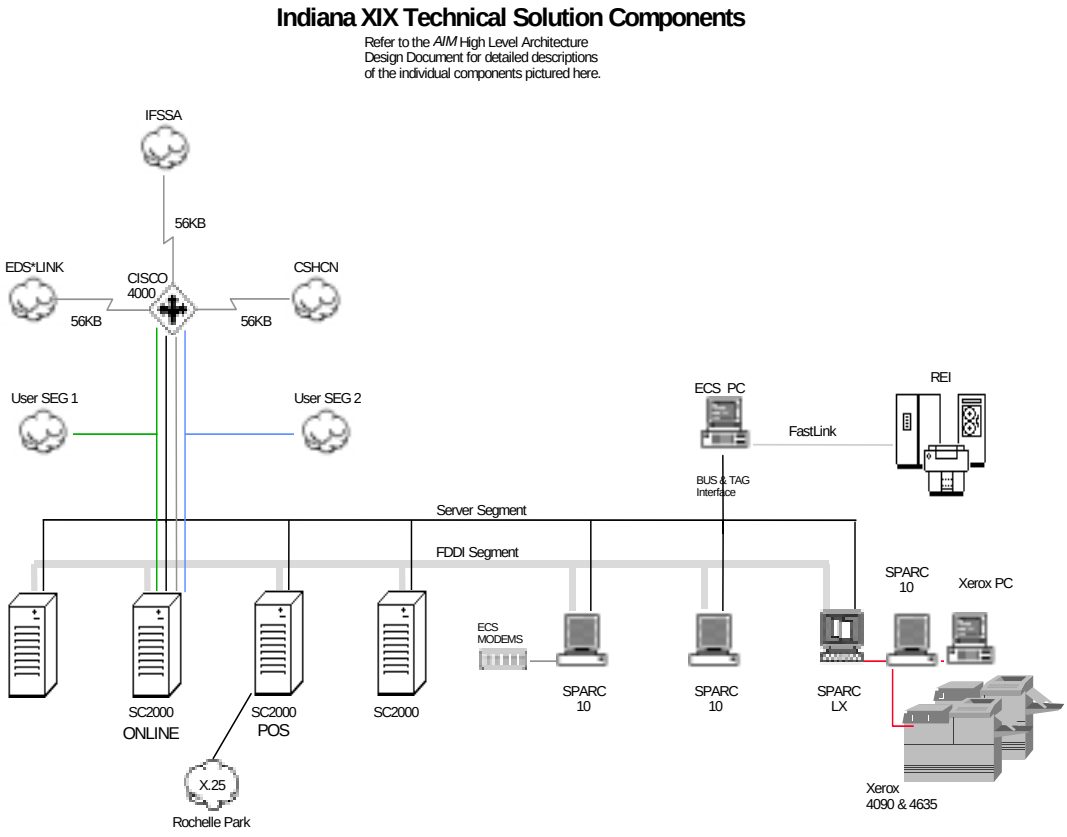

Figure 4.1 – System Diagram

Section 5: Desk Level Procedures

Overview

The Computer Operations Unit completes a wide range of tasks every day. Many of the tasks are accomplished daily while others depend on the completion of scheduled on-line jobs. The on-line jobs are scheduled to run at approximately the same time each day, week, month, quarter, or year. Certain tasks in the Computer Operations Unit need to be accomplished within certain time parameters.

Operators Console Log

To help the Computer Operations Unit track the completion of these tasks, a Console Log has been created. The log is completed daily and filed locally until the end of the month. The documents are stored off-site for future reference at the end of the month.

The log is kept near the cycle/claims-processing monitor. The cycle/claims-processing monitor verifies that the procedures are accomplished during the day.

Table 5.1 – Daily Check-off list

Daily Check-Off List			
Schedule	Completed	Time	Task Description
Daily		0:00	Read in Vendor tapes and diskettes (All Day)
Daily		0:00	Verify AVR/POS is operational and complete log (Every Hour)
Sunday		0:00	Process Indiana Title XIX RAs
Monday		0:00	Erase previous label information for Arch_All_Dra (archdra.sh)
Monday		0:00	Create EOPs
Monday		0:00	Process Indiana Title XIX RAs
Monday		0:00	Verify And Call Huntington Bank For EFT And Check Write
Tuesday		0:00	Label and Verify 14 Arch_All_Dra tapes for Jukebox SUN 2 JB2
Tuesday		0:00	Process Indiana Title XIX RAs - Must be mailed by 18:00
Tuesday		0:00	Reboot SUN 4, 5, and 9 (use xhost + on SUN 4 and 5)
Wednesday		0:00	Print OMPP "Operations Status" report at 900am and deliver by noon
Wednesday		0:00	Read in Crossover Tapes
Wednesday		0:00	First Data Bank Tape
Thursday		0:00	Check and Drain the water out of Air Compressor holding tank on the 12th Floor
Thursday		0:00	Clean Jukebox Drives and Rmt7 and Rmt8
Thursday		0:00	Take Recycle Bins to loading dock
Friday		0:00	Crossover Tapes: Notify SE if tapes have not arrived
Friday		0:00	Deliver 100 Copies of Banner to Client Services, 35 Copies to DMU, and 7 Copies To HCE

(Continue)

Table 5.1 – Daily Check-off list

Daily Check-Off List			
Friday		0:00	Print 14,000 Banner Pages for Weekly RA run
Saturday		0:00	Place this sheet in Completed Weekly Check-off Folder
Saturday		0:00	Process Title XIX RAs
Saturday		0:00	Start Printing Title XIX RAs
Daily		6:00	Print off Daily Check-Off list Before Next Day
Daily		6:00	Put this sheet in Completed Daily Check-off Folder
Daily		6:00	Copy AVR daily reports to I:/avr/stats/os2files By 8:00 a.m.
Daily		7:00	Verify that PA letters are ready for Postmasters
Daily		7:00	Turn on the Datacard machine every day at 7:00 a.m. (except Sunday)
Daily		7:00	Turn OPS pager over to incoming shift
Daily		7:00	Read/Update OPS Turnover Log Book
Daily		8:00	Verify cycle complete/READ Turnover & Request on SUN1 cd /home/dsibprod/doc
Daily		8:00	Verify the report window is open and minimized on the AVR machine
Daily		8:00	Visual check of Operations for water leaks
Monday		8:00	Make copy of AVR/POS Check-Off list and give to Christine Martin
Daily		8:30	Print Datacard files and complete Postage Permit forms
Daily		8:30	Check Printers for fuser, toner, and lubricant Once Per Shift
Daily		9:00	Driver - get tracking number for HCE reports from I:/letters/ltrack.xls and enter info on the EDS outgoing tab
Saturday		9:00	Prepare Jukebox tapes for noon pickup
Daily		10:00	Check Monthly Check-Off List for tapes that need to be created by 10:00 a.m.
Monday		10:00	Team lead attend Cycle Meeting
Daily		10:30	Take out Arch_All_Dra tapes and delete from Networker
Daily		12:00	Change Tapes in jukeboxes and be sure black button door is closed
Monday		12:00	Deliver Bad Checks and Lien Checks to Marva Halsell ext. 5184
Monday		12:00	Verify all unused checks have been returned to 11th floor check vault
Daily		15:00	Recycle Arch_all Tapes - 14 days or older
Daily		17:00	File juke box tapes returned from off-site facility (Iron Mountain)
Daily		17:00	Close out Postage Meters 1 and 2
Daily		19:00	Print and Monitor the Daily Cycle Forecast $PRODDIR/rpt
Daily		19:00	Turn OPS pager over to incoming shift
Daily		19:00	Read/Update OPS Turnover Log Book
Daily		19:30	Verify that PCTD210 has Succeeded so the 20 box can finish
Daily		20:00	Verify cycle complete/READ Turnover & Request on SUN1 cd /home/dsibprod/doc
Daily		20:00	Visual check of Operations for water leaks

(Continue)

Table 5.1 – Daily Check-off list

Daily Check-Off List			
Daily		20:30	Check Printers for fuser, toner, and lubricant Once Per Shift
Friday		21:00	Pick-up Recycle Bin from Loading Dock
Daily		22:00	Print, Distribute, and Deliver all Title XIX Reports
Friday		22:00	Check copiers on 9, 10, 11th Floor If Paper Is Needed Please Deliver

Table 5.2 – Monthly Check-Off List

Monthly Check Off List			
Schedule	**Completed**	**Time**	**Task Description**
Monthly		0:00	Day-1 MCO Enrollment - Bi-Monthly 1st Of The Month (tape creates)
Monthly		0:00	Day-2 MCO Enrollment - Bi-Monthly 2nd Of The Month (tape creates)
Monthly		0:00	Day-20 Report Xerox Printer meter readings on the 20th of month
Monthly		0:00	COB Eligibility (tape creates)
Monthly		0:00	EPSDT Letters On SUN7 Print Queue
Monthly		0:00	HMS (tape creates)
Monthly		0:00	Indiana PMPs
Monthly		0:00	MCO Capitation (tape creates)
Monthly		0:00	MCO Provider File (tape creates)
Monthly		0:00	MCO Provider Network Error File (tape creates)
Monthly		0:00	MCO Provider Network Tapes
Monthly		0:00	MCO TPL (tape creates)
Monthly		0:00	Medco - Eagle Managed Care (tape creates)
Monthly		0:00	Medstat (tape creates)
Monthly		0:00	Test all smoke detectors (computer, OPS, post printing, and print rooms)
Monthly		0:00	TPL Malpractice Tape

Table 5.3 – Annual Check-Off List

Annual Check-Off List			
Schedule	**Completed**	**Time**	**Task Description**
Annual		0:00	1099s
Annual		0:00	Police Data Match Tape
Annual		0:00	TPL Absent Custodial Parent Tape

Table 5.4 – On Request Check-Off List

On Request Check-Off List			
Schedule	**Completed**	**Time**	**Task Description**
On Request		0:00	**Forms:**
			Appeal Letters for HCE (PA letters)
			Batch Header Sheets for Data Prep
			RPT Letters for Data Prep
			Physician Certification for Abortion
			Acknowledgment of receipt of Hysterectomy Information
			Consent Form
			Medicaid Medical Clearance and Audiometric Test
			Indiana Prior Review and Authorization Dental Request
			Indiana Prior Review and Authorization Request
			Pharmacy Claim Adjustment Request
			UB92 and Inpatient/Outpatient Crossover Adjustment Request
			Hcfa1500, Dental, Crossover Part B Claim Adjustment Request
			Bulletins (Note: Deliver 100 Copies To Jenny Gillespie And 5 To Brandy Ludlum)
On Request		0:00	**Manuals:**
			Provider
			Waiver
			Healthwatch
			Max - Fee
			Reso
			Hospice
			MRO
			Provider Agreement
			590 Questionnaire

Section 6: Electronic Claims Submission

Overview

The Electronic Claims Submission (ECS) network and processing functions reside on a single SUN SPARC 10 Workstation. The ECS function used by EDS provides a variety of claim submission methods based upon a sender's preference. Senders can submit claims electronically using asynchronous communication, such as Xmodem or Unix-to-Unix copy protocols, or bisynchronous communication, such as 3780 protocol. Additionally, senders can submit claim data on magnetic tape, diskette, and cartridge. Claim files are received 24 hours a day, seven days a week. The ECS function performs some preliminary editing of the claim files to ensure the integrity of the data. Results of the preprocessing are reported back to the original sender. Data that passes the integrity test is then reformatted into the Indiana*AIM* input record format and forwarded to Indiana*AIM* for continued claim processing.

Providers can submit claims in categories electronically. The three types are listed below:

- CMS-1500 claims
  - Medical related services
  - Durable medical equipment (DME) and supplies
  - Transportation
  - Waiver
- UB-92 claims
  - Inpatient
  - Outpatient
  - Extended care facilities
  - Home health
- Dental claims

The EDS asynchronous communication product resides on a SUN SPARC 10 running SUN UNIX operating system Solaris version 2.6 and uses MLINK data communication software. Claim files can also be transmitted to EDS from a 3780 workstation or from a workstation running a program that emulates the 3780 protocol. These files are transmitted into the EDS San Souci Com/ment Bulletin Board System which also resides on the SUN SPARC 10. A PC-based 386 device is networked with the SUN workstation to allow for transfer of data received on magnetic tape, diskette, or cartridge.

Table 6.1 – Procedure Explanations

Procedure	Explanation
Inputs	Sender claim files
Outputs	Formatted claim records for Indiana*AIM* processing
	Biller summary reports
	Electronic RAs
Backup/Archiving	Same schedule as other SUN servers
Interfaces	Provider master file function
	First Data Bank (FDB) drug file updates

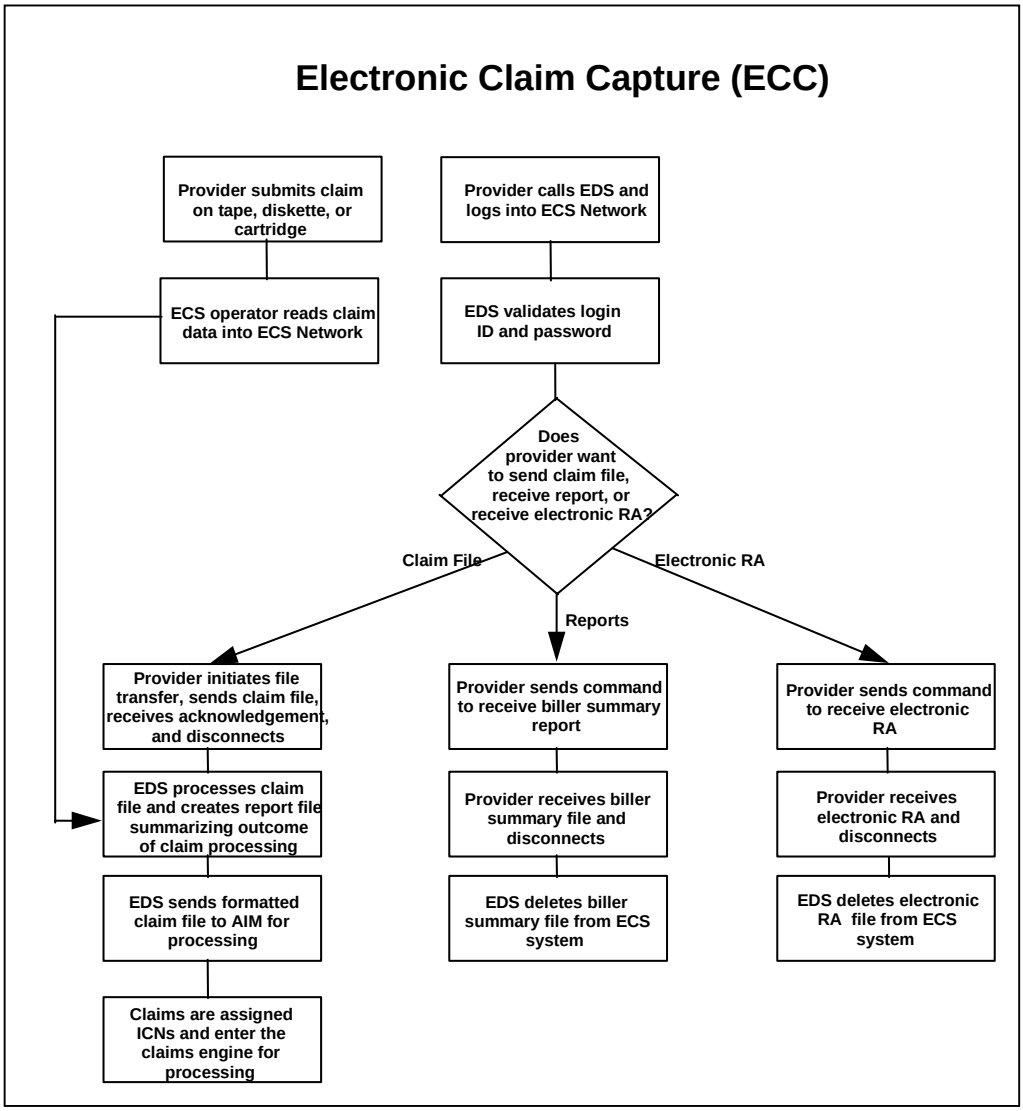

Figure 6.1 – Electronic Claim Capture Flowchart

Description of Equipment

SUN Sparc Workstation

The SUN SPARC Workstation runs a UNIX operating system and functions as the load point for all incoming ECS claims to the SUN Dragons. An open window environment is used for accessing data and performing all ECS operations tasks. Sixteen modems attached to the workstation allow providers to transmit claims, receive reports, and remittance advice (RA) reports.

Lucent Portmaster Modems

There is a 24-port bank of 56K modems attached to the SUN UNIX Backbone for the providers to use when sending data, retrieving reports, and RAs. Four modems are set up for bisynchronous senders, six for asynchronous, and six for UUCP.

Electronic Claims Via Modem

The EDS asynchronous communication product resides on a SUN SPARC 10 running SUN UNIX operating system Solaris version 2.6 and uses MLINK data communication software. Claim files may also be transmitted to EDS from a 3780 workstation or from a workstation running a program that emulates the 3780 protocol such as EDS Provider Electronic Solutions software. These files are transmitted into the EDS San Souci Com/ment Bulletin Board System also residing on the SUN SPARC 10.

Procedures for Copying MCO Data Files to Download Directories

Overview

Currently, MCO data files are generated and written to a directory on DSIBSUN5 for authorized users to call and download. When a file is successfully downloaded by the MCO, a backup of the file is written to another directory and the original file is deleted. There may be an instance when an MCO needs to have one of the backup files restored to the download directory. These procedures describe the steps necessary to copy the backup file to the download directory.

Location:	dsibsun5
Backup Directory	/ecs/mco/bkup
Download Directory	/ecs/mco/dnld

Procedures

The MCOs will call and request by filename which files they need to have restored. In the following example, the MCO has requested that mhsCrost.zip, and mhsNrost.zip be restored.

1. LOCATE the source file(s) in the backup directory by using the following steps.

```
68586 dsibsun5 /ecs/mco/bkup$ l
total 22838
-rw-rw-r--   1 dsibprod dsibsep   451466 Jan 18 10:06 mdwCcap.zip
-rw-rw-r--   1 dsibprod dsibsep    24691 Jan 17 22:49 mxiCcap.zip
```

```
-rw-rw-r--   1 dsibprod dsibsep    79651 Jan 17 22:49 mhsCcap.zip
-rw-rw-r--   1 dsibprod dsibsep    41367 Jan 17 22:47 mxiScap.zip
-rw-rw-r--   1 dsibprod dsibsep    59819 Jan 17 22:46 mxiNcap.zip
-rw-rw-r--   1 dsibprod dsibsep     264 Jan 12 09:54 hhpNrost.zip
-rw-rw-rw-  1 dsibecs  ecs         2201896 Jan 12 09:54 mdwCrost.zip
-rw-rw-r--   1 dsibprod dsibsep    125073 Jan 12 09:53 mhsSrost.zip
-rw-rw-r--   1 dsibprod dsibsep    2229845 Jan 12 09:53 mhsNrost.zip
-rw-rw-r--   1 dsibprod dsibsep    118049 Jan 11 22:25 mxiCrost.zip
-rw-rw-r--   1 dsibprod dsibsep    359379 Jan 11 22:24 mhsCrost.zip
-rw-rw-r--   1 dsibprod dsibsep    194146 Jan 11 22:24 mxiSrost.zip
-rw-rw-r--   1 dsibprod dsibsep    281093 Jan 11 22:23 mxiNrost.zip
```

2. Copy the file (preserving the original date) to the Download directory by using the following steps.

```
204 dsibsun5 /ecs/mco/bkup$ cp -p mhsCrost.zip ../dnld
205 dsibsun5 /ecs/mco/bkup$ cp -p mhsNrost.zip ../dnld
```

3. Verify that the files were successfully copied by using the following steps.

```
206 dsibsun5 /ecs/mco/bkup$ cd/dnld
207 dsibsun5 /ecs/mco/dnld$ l
total 20480
-rw-rw-r--   1 babbikg  dsibops  2211824 Jun 26 21:02 mhsCrost.zip
-rw-rw-r--   1 babbikg  dsibops  2640758 Jun 26 21:00 mhsNrost.zip
```

4. Change the permissions on the file to 666 and VERIFY the change by using the following steps.

```
208 dsibsun5 /ecs/mco/dnld$ chmod 666 mhsCrost.zip
209 dsibsun5 /ecs/mco/dnld$ chmod 666 mhsNrost.zip
210 dsibsun5 /ecs/mco/dnld$ l
total 20480
-rw-rw-rw-   1 babbikg  dsibops  2211824 Jun 26 21:02 mhsCrost.zip
-rw-rw-rw-   1 babbikg  dsibops  2640758 Jun 26 21:00 mhsNrost.zip
```

5. Notify the requestor that the restore has been completed.

Read In Claim Tapes

Load a Tape on the Qualistar Tape Drive

To load a tape on the Qualistar tape drive use the following steps:

1. Remove the plastic outside ring from the tape to be loaded.
2. Lift the tape over the hub and place the tape on the drive. **Do not hit the hub**.
3. Close the door and press **load** and then **online.**
4. Wait for the tape to achieve ready status.
5. Proceed with reading of vendor tapes SUN 5 ecsmenu.

Log in Vendor Tapes and Cartridges

1. Open the package as soon as the package is received from the mailroom.

2. Sort the contents of the package by size and type of media.
3. When the operator is ready to begin reading in the tapes and cartridges, retrieve the ECS Log book and open it to the section for vendor tapes.

The following information is needed to log each tape:

sender id	lrecl
receive date	p/r count
process date	t/d size
company name	not processed
claim type	comment field
volser number	

The following is a definition of the required fields:

Sender Id Log the ID of the provider sending the tape. The provider number, or ID, is found on the external tape label, the internal tape label, or on the sender ID list in the front of the logbook.

Receive Date Log the date the tape or diskette is received from the mailroom; Use MM/DD format, no year.

Process Date Log the date the tape or diskette was read. Use MM/DD format, no year.

Company Name Obtain the company name from either the tape label or the sender ID list.

Claim Type Log **H** for HCFA, **D** for drug, or **UB** for UB92.

Volser Number Log the actual six-digit volser serial number or the six-digit creation date of the tape in mmddyy format. The volser number is found on the external labels.

Lrecl Log the label type and the blocksize for tapes, nothing for diskettes, for example L/1600.

P/R Count Log the physical record count displayed on the screen after the tape or diskette is read in.

Not Processed Log the physical size of the tape such as 7, 9, 10, or cart for 3480 cartridges.

T/D Check this section if the tape or diskette cannot be read in. Log the explanation on the comment line.

Comment field — Log the explanation about the individual tape or diskette not processed. An example of the control log is provided below.

An example of the log is shown in Figure 6.2.

DATE RCVD	SENDER	DATE READ IN	SENDER ID	VOLSER #	CLAIM TYPE	LABEL / UNLABEL	RECORD LENGTH	# OF RECORDS	TAPE DIAMETER	ABLE TO PROCESS YES/NO - Initials

Figure 6.2 – Vendor Tapes Processing Log

Reading 9-Track Vendor Tapes

On receipt, the vendor tapes are logged in the ECS/Vendor Log book. To read in a round-reel vendor claim tape, start the Operations Electronic Media Menu by logging on **telnet DSIBSUN5**. The vendor list is located in the ECS/Vendor Log book.

1. Enter user ID and password.
2. Enter **SU DISPROD**.
3. Enter user password.
4. Enter **ECSMENU.**

First Screen

```
Operations Electronic Media Menu

Please select one of the following:
```

```
1. Read 9-track tapes
2. FDUMP
3. List of Weekly EOPs
4. Create EOP tapes
x  Exit
```

Type **1**.

Second Screen

```
Operations Electronic Media Menu – Read 9-track tapes

Please select one of the following options:
1. ECS Vendor Tapes
2. Cross-over Part B Tape
3. DMERC Tape
4. TPL Malpractice Monthly Tape
5. TPL Annual State Police Data Match Tape
6. TPL Annual Defense Department Tape
7. Health Professional Bureau (HPB) Tape 1
8. Health Professional Bureau (HPB) Tape 2
x   Return to Main Menu
```

Type **1** and press **Enter**.

Third Screen

At the prompt, type in the four-character **Sender ID**, for example 1322.

Fourth Screen

Type in the tape size.

```
Tape

Tape reel size Options:
     1    10 inch
     7    7 inch
     9    9 inch
```

Determine the reel size and type the appropriate option at the prompt.

Fifth Screen

Type in the label type.

```
Sender ID: HA06
     Tape   10 inch

Tape label options
     L    IBM Label
     U    Unlabeled
     S    ANSI Label
```

Sixth Screen

Type in the tape density.

```
Sender ID: HA06
Tape   10 inch  ANSI
                label

Tape density options
     1    6250 bpi
     2    1600 bpi
     3    800 bpi
```

Seventh Screen

Type in the ANSI label type.

```
Sender ID: HA06
Tape   10 inch    ANSI Label    1600 bpi

Claim type options for ANSI Label tape:
     1    UB92
     2    Drug
     3    HCFA1500/Dental
```

Eighth Screen

Confirm the information on this screen is correct. If the information is incorrect, type **n** for no and start again with screen one.

```
Tape   10 inch    ANSI Label    1600 bpi      UB92

Please verify above information for HA06 is correct.
```

Type in **y** for yes, or **n** for no.

Ninth Screen

```
Begin processing sender ID HA06 tape, please wait…

Tape processing for sender ID HA06 is complete.
```

```
The tape for sender HA06 had 348 records, please record count.
```

Press **Enter** to exit script.

At this time, log this record count on the tape processing control log.

Unload a Tape from the Qualistar Tape Drive

To unload a tape on the Qualistar tape drive use the following steps:

1. Press the **online** button to take the drive offline.
2. Hold the **load** button down to rewind the tape.
3. Pull down the black plastic door cover.
4. Lift the tape off the hub and off the drive. **Do not hit the hub.**
5. Place the plastic outside ring on the tape, place the tape in a mail tub, and proceed to the next tape.

Read in 3480 Cartridge Claims Tapes

Use the following steps to read in the 3480 cartridge claims tapes.

1. Telnet DSIBSUN to 3 and login.
2. Load the tape into the 7n, 8n, or 3480 drive.
3. Type **rootops ecs3480.sh**.
4. The `dev #` prompt displays.
5. Type the number of the in which drive the tape was placed.
6. Type the sender ID.
7. Log the record count with the tape volser number in the Control Log.

Section 7: Reading in Data Inputs Tapes

Read In Crossover Part B Tapes

The following procedures should be followed to read in crossover Part B tapes.

1. Log the tape in vendor tape logbook. See Figure 7.1.
2. Open the menu program on *DSIBSUN5* by typing **ecsmenu**. This will open the menu program.

First Screen

```
Operations Electronic Media Menu

Please select one of the following options:

    1.  Read 9-track tapes

    2.  FDUMP

    3.  List of Weekly EOPs

    4.  Create EOP tapes

    x.  Exit
```

Type **1** on the second screen, *Read 9-track tapes* will display.

Second Screen

```
Operations Electronic Media Menu

Read 9-track tapes

Please select one of the following options:

    1.  ECS Vendor Tapes

    2.  Cross-over Part B Tape

    3.  DMERC Tape

    4.  TPL Malpractice Monthly Tape

    5.  TPL Annual State Police Data Match Tape

    6.  TPL Annual Defense Department Tape

    7.  Health Professional Bureau (HPB) Tape 1

    8.  Health Professional Bureau (HPB) Tape 2

    x   Return to Main Menu
```

Type **2** on the third screen, *Cross-over Part B Tape* will display.

Third Screen

```
Begin processing Crossover Part B tape
```

When the Crossover Part B tape has completed processing, the fourth screen will display.

Fourth Screen

```
Processing for Crossover Part B tape is complete.

The Crossover Part B tape had 64254 records, please record count.
```

Press **Enter** to exit script. Record the count in the logbook.

Crossover Tapes Old Procedures for Historic Purposes

The following procedures are for historical purposes. These procedures were replaced with the procedures in the previous section.

The crossover round-reel tapes are received weekly from Medicare. These tapes contain claim files to be processed.

After the crossover tapes are read in, claims are copied to the *$PRODDIR/data02* directory on *DSIBSUN2*. The crossover formatting *Autosys box (PCLO400)* can format the claims and prepare them to be processed through the claims engines.

The PCLO400 is programmed to handle the six crossover tapes received. For each tape, there are three jobs, *file watcher*, *format job*, and *job to move claims to SUN1*. With the addition of the file-watcher, this box can now be scheduled for Tuesday at 18:55. The files created continue to be stored in the *data02 directory*. The files are listed below:

- PARTAXOVR.dat
- PARTBXOVR.dat
- DMERCXOVR.dat
- WISCAXOVR.dat
- OMAHAXOVR.dat
- METRAXOVR.dat

When the files are created and the *PCLO400 box* activates the corresponding *file-watcher* will *SUCCESS* and the next job, the *formatter*, kicks off. The next jobs are *CLMPW4*0*, where * equals 2, 3, 4, or 5. There is *a run_window* for three of these jobs. The Wiscaxovr.dat job runs only five minutes, the *a run_window* of 19:00-23:59 is not needed. This window handles situations when tapes are not received on Tuesday as usual. The files can be created on Wednesday afternoon. In this situation, the formatting jobs must not run, it will wait until 19:00 on Wednesday to run. There is a condition on *dbap_bounce_inaimp1* that prevents the job from kicking off during the Wednesday night maintenance.

Before transmitting any of the files over to the *SUN2 /data02 Directory*, check to make certain the files from the previous week no longer exist in the *data02 Directory*.

```
ll *xovr*
```

If the files do exist, contact the crossover SE immediately.

Read In Crossover Part B/DMERC Tape

Log the tape in the logbook. To read in DMERC tapes on dsibsun5, type **ecsmenu** to open the menu program. The first screen displayed is the *Operations Electronic Media Menu*.

First Screen

```
Operations Electronic Media Menu

Please select one of the following options:

  1.   Read 9-track tapes

  2.   FDUMP

  3.   List of Weekly EOPs

  4.   Create EOP tapes

  x    Exit
```

Type **1**, on the second screen, *Read 9-track tapes*, displays.

Second Screen

```
Operations Electronic Media Menu

Read 9-track tapes

Please select one of the following options:
     1.   ECS Vendor Tapes
     2.   Cross-over Part B Tape
     3.   DMERC Tape
     4.   TPL Malpractice Monthly Tape
     5.   TPL Annual State Police Data Match Tape
     6.   TPL Annual Defense Department Tape
     7.   Health Professional Bureau (HPB) Tape 1
     8.   Health Professional Bureau (HPB) Tape 2
     x    Return to Main Menu
```

Type **3**. The third screen displays on the monitor screen.

Third Screen

```
Begin processing DMERC tape
```

When the processing is complete, the fourth screen displays.

Fourth Screen

```
Processing for DMERC tape is complete.

The DMERC tape had 8015 records, please record count.
```

Press **Enter** to exit script.

Crossover 3480 Cartridge Tapes

1. Make the tape write-protected and load the cartridge to one of the tape drives.
2. Login to dsibsun3 su dsibprod.
3. Go to the tempda directory on DSIBSUN3 **3480 menu**.

For each of the crossover cartridge tapes received, run the appropriate script listed below followed by the drive number the operator has inserted the tape.

1. Read in Crossover
2. Select appropriate drive from the menu

Section 8: Creating Data Output Tapes

Eligibility COB Tapes

Overview

The Coordination of Benefits file produced on the second day of each month. The instructions are provided in this section for each tape created. The tapes created are sent to the following vendors:

- AdminiStar of Kentucky
- Mutual of Omaha
- Blue Cross and Blue Shield of Tennessee
- AdminiStar of IN
- Florida
- South Carolina
- Omaha

Procedures

1. Telnet dsibsun3.
2. Type **cd $PRODDIR/data** and check the date on *elm05001.dat* to make sure the file was created in the correct month, for example, *l elm05001.dat*.
3. Type **ls-ltrelm05001.dat ls-ltr ELM**.
4. Obtain four blank tapes and note the volser numbers. The user will be prompted to enter this number to run the job. Load the blank tape into tape drive 7. The job script will look for drive 7. The script must be modified if another drive is chosen.
5. Type **ELGJM055**.
6. Press **Enter** to create the sending tape.
7. Press **Enter**. The system will prompt the user to enter the volser number of the tape.
8. Type the volser number.
9. Press **Enter**. The job will run and place the data on the tape. Run this job three times.
10. For the fourth type, *For AdminaStar of IN, type in the following:
    mv elm05001.dat elm05003.dat
    mv elm05002.dat elm05001.dat
    run ELGJM055 to create the IN tape then
    mvelm05001.dat elm05002.dat
    mvelm05003.dat elm05001.dat
11. When the tapes are created, log them under COB in the log book, and mail each tape to the appropriate vendor.

MEDCO Tape Processing

Overview

MEDCO tapes are sent to Eagle Managed Care, but are referenced as MEDCO tapes. The data for these tapes is created the weekend after the final checkwrite of the month. These tapes contain pharmacy extracts for prescribers, providers, and claim data.

Procedure

1. Verify that the box PMDCMJOBS is all a success (within the previous few days).
2. Load five tapes in drive 8 (the script is designed to read drive 8). If there is a problem with drive 8, contact a System Administrator to change the MEDIUM_8 environment variable to point to drive 7 until drive 8 is fixed.
3. Log on to DSIBSUN3.
4. At the prompt type: **su dsibprod**.
5. At the prompt type: **cd $PRODDIR/logs**.
6. Run **MDCJM200**.
7. Press **enter** when each new tape is needed.
8. Enter the volser number when prompted.
9. After job completes, label the tapesusing the labels found at the following location:

   \\USIDDXIX002\departmental\Systems\OPS\Labels\Medco Labels.doc

Label the first tape as follows:

MEDCO
Provider data (401 file) – Month YY
Lrecl=276 Blksize = 27600

Label the second tape as follows:

MEDCO
Prescriber data (501 file) – Month YY
Lrecl=276 Blksize = 27600

Label the third (and remaining) tape(s) as follows:

MEDCO
Claims data (603 file) – Month YY (n of n)
Lrecl=218 Blksize = 21800

Medstat Tape Procedures

Overview

The Medstat process involves creating claim and reference data extracts monthly, and shipping them to Medstat. There are two AutoSys boxes that create the data. Thy are the following:

- **PMDMREF** – This box runs just past midnight the first day of the month. It creates the CapitatioN/Admin Fee files as well as Provider, Member, and TPL data.
- **PMDMCLMS** – This box runs just past midnight on the first Saturday of the month. It creates the extract files for all four main claim types as well as the Check information.

When both of these boxes are complete, the files need to be written to a tape and sent to Medstat. There are several jobs designed to write these files to 3480 tapes. These jobs are set up to use drive #7 via the $COMPRESS_7 global variable. If that drive is unavailable, the variable will need to altered by the System Administrators to point to Drive #8.

Tape Creation Jobs

Table 8.1 – Tape Creation Jobs

Command	Description
MDSJM290	Writes the UB92 header and detail files to tape
MDSJM390	Writes the CMS header and detail files to tape
MDSJM490	Writes the Dental header and detail files, Capitation file, Admin Fee file, monthly TPL files and Check files to tape
MDSJM590	Writes the Pharmacy header and detail files to tape
MDSJM690*	Writes the Quarterly TPL files and Recipient Aid Category file to tape
MDSJM790*	Writes the Recipient files to tape
MDSJM890*	Writes the Provider and Buyin files to tape
MDSJM990	Writes the Shadow Claims files to tape
MDSJM995	Writes the Voided Claims files to tape

***** - *Quarterly – these tapes should be created the beginning of January, April, July, and October only.*

Notes:

1. These scripts are interactive and the Operator must enter the volser number of the tape. These scripts cannot run in AutoSys. The scripts are executed on the command line. It is **very** important to make sure that the operator has a sun3 session open with at least 200 lines in the scroll back buffer because the operator may need to scroll back to review things.
2. These jobs do **not** create logs like all other jobs run through AutoSys. The operator must pay close attention to this task. Special directories were created for the Medstat data on dsibsun3. The data resides in *$PRODDIR/medstat/data*. The tape logs that are produced are located in *$PRODDIR/medstat/logs*.
3. Systems will contact Operations when the files are ready to be created and provide a copy of the tape log that is sent to Medstat via e-mail.

   Note: ***Not all tapes are created each month.*** *Several tapes are produced quarterly.*

4. The tape log will contain record counts for the files to be written to tape for the approperate month and will be used to verify the correct files are being written to the tapes. If there are no record counts for a particular tape job, that job does not need to be run.

5. The operator must validate the record counts on the spreadsheet with the displays at the end of each tape job script. Any discrepancies should be reported to the Systems contact before sending the tapes.
6. The operator must add information to this tape log, including the volser numbers for each tape created, the date shipped, initials of the operator who created each tape, and the FedEx tracking number for the shipment.

Procedure for Creating Tapes

1. Log into DSIBSUN3.
2. su to dsibprod.
3. Go to the *$PRODDIR/logs* directory – type **logsdir.**
4. Load one or more tapes into drive 7. Only one tape should be required for each job, but occasionally more than one tape is needed due to the amount of data being transferred to the tape. The operator must note the volser numbers (including the order) of the tapes.

> *Note: This will be needed in the running of the jobs.*

5. Run one of the jobs by typing the jobname on the command line. The script will display the dataset names to be written. Load the tape and follow the directions. Enter the volser when prompted. When the process has finished writing the file to tape, the tape will rewind and eject and generate the tape log. Print the tape log on the **dsibxpm1** printer. The operator puts the tape log with the tape.

> *Note: If the file(s) will not fit on one tape, the process will indicate end-of-volume and ask for the next VOLSER #. Make sure there is another tape ready.*

   Enter the volser number as requested and write the remaining data to the new tape.
6. When the job is finished the process will display the record count for each file that was written to the tape. **Verify this count against the tape log sheet that the operator is given**. If the record counts do not match, resolve the issue with the systems contact person.
7. After the tape has been created, remove the tape(s) from the drive and write-protect them.
8. Print the tape log and store it with the tape.
9. Label the tape. Medstat has requested that **INDIANA MEDSTAT** be written on the label of all tapes sent to them. Pre Made Labels can be found at:

   \\USIDDXIX002\departmental\Systems\OPS\Labels\MedstatLabels.doc

> EDS-Indiana Medstat Tape
>
> DESC: _____
>
> Tape # ____ of ____ Month: November

Figure 8.1 – Medstat Tape Label

> ***Example:*** *SHADOW CLAIMS FILES – March 1998. Use the description of the jobs listed in this document to determine how to label the tape. If there are two tapes for a given job, indicate tape 1 of 2 and tape 2 of 2 on the tape label. Print standard labels for these files, because this is a monthly process. A sample label is shown in Figure 8.1.*

10. Repeat this process for each tape job.
11. After all the tapes are completed, update the volser # fields on the tape log sheet. Also, indicate date shipped and the operator's initials for each job.
12. Record the FedEx tracking number on the bottom of the tape log sheet. Return the tape log sheet to the Systems contact.

HMS Extract Tape

Overview

The HMS process mimics the Medstat process, which involves creating claim and reference data extracts monthly and shipping them to HMS.

> *Note: Much of the Medstat data is referenced in the HMS tape creation scripts.*

There are 46 tapes to complete by the second Wednesday after the second Tuesday of each month.

> ******* WARNING NOTICE *******
>
> The **Medstat** jobs must be run **before** the HMS jobs. HMS tape creation jobs pull information that is created from the Medstat process. Running these jobs out of order could result in sending incorrect data to HMS.
>
> Someone in Systems will contact Operations when the Medstat files are ready to be created **When the operator are through creating the Medstat tapes, create the HMS immediately afterwards. An asterisk in the table below notes exceptions to this.**

Figure 8.2 – Medistat Warning Label

These HMS job scripts are interactive and the operator must enter the volser number of the tape. It is very important to make sure that the operator has a SUN3 session open with at least 200 lines in the scroll back buffer because the operator may need to scroll back to review. These jobs do **not** create logs. The operator must pay close attention to this task. Special directories were created for the HMS data on DSIBSUN3.

The data resides in *$PRODDIR/medstat/data* – however, not all of the files will be in this directory. For example, the eligibility file may reside in *TEMPDA* due to size.

The tape transmittal logs that are produced are located in any of the following locations:

- $PRODDIR/medstat/logs,
- $PRODDIR/medstat/data
- $PRODDIR/medstat/tempda
- $PRODDIR/logs

Data Creation Jobs

Verify that these three Autosys boxes are successful for the month. These boxes create the data for Medstat and HMS.

- PMDMREF – This box runs just past midnight the first day of the month. It creates the CapitatioN/Admin Fee files as well as Provider and Member data.
- PMDMCLMS – Runs just past midnight on the first Saturday of the month. It creates the extract files for all four main claim types.
- PTPMMSCL – Runs just past midnight on the second Tuesday of the month. It creates the files for the void and ICN / patient acct # tape jobs.

Type: **jr *PMDMREF*** (enter) Make sure job has successed.

Type**: jr *PMDMCLMS*** (enter) Make sure job has successed.

Type**: jr *PTPMMSCL*** (enter) Make sure job has successed.

Tape Creation Jobs

After all of these boxes are completed and the operator has created the Medstat tapes; the operator can create the HMS tapes. There are several jobs designed to write the HMS 3480 tapes. These jobs are set up to use drive 7. Table 8.2 lists the tape creation jobs.

Table 8.2 – Tape Creation Job Lists

JOB NAME	DESCRIPTION	DEPENDENT ON	LOCATION OF LOGS
TPLJM291	Writes the UB92 header files to tape	PMDMCLMS (SUCCESS)	../logs/tplm0291.tape.log
TPLJM295	Writes the UB92 detail files to tape	PMDMCLMS (SUCCESS)	../logs/tpljm295.tape.log
TPLJM391	Writes the HCFA header files to tape	PMDMCLMS (SUCCESS)	../logs/tpljm391.tape.log
TPLJM395	Writes the HCFA detail files to	PMDMCLMS (SUCCESS)	../logs/tpljm395.tape.log
TPLJM490	Writes the Dental hdr and detail	PMDMCLMS (SUCCESS)	../logs/tpljm490.tape.log
TPLJM591	Writes the Pharmacy header files	PMDMCLMS (SUCCESS)	../logs/tpljm0500.tape.log
TPLJM595	Writes the Pharmacy detail files	PMDMCLMS (SUCCESS)	../logs/tpljm0595.tape.log
TPLJM251	Writes the UB92 ICNs/Patient Acct #s	PTPMMSCL (SUCCESS)	../logs/tpljm251tape.log
TPLJM253	Writes the UB92 voids *	PTPMMSCL (SUCCESS)	../logs/tpljm253.tape.log
TPLJM351	Writes the HCFA ICNs/Patient Acct #s	PTPMMSCL (SUCCESS)	../logs/tpljm351.tape.log
TPLJM353	Writes the HCFA voids *	PTPMMSCL (SUCCESS)	../logs/tpljm353.tape.log
TPLJM451	Writes the Dental voids *	PTPMMSCL (SUCCESS)	../lo s/tpljm451.tape.log
TPLJMI551	Writes the pharm/presc # files to	PTPMMSCL (SUCCESS)	../logs/tpljm551.tape.log
TPLJM553	Writes the harm Voids *	PTPMMSCL (SUCCESS)	../logs/tpljm553.tape.log

(Continued)

Table 8.2 – Tape Creation Job Lists

JOB NAME	DESCRIPTION	DEPENDENT ON	LOCATION OF LOGS
TPLJE011	Writes the elig file	PTPEMSEL (SUCCESS)	./logs/tplje011.tape.log
TPLJE021	Writes the provider file	PTPEMSEL (SUCCESS)	../logs/tplje021.tape.log
	Job is ON HOLD as of May 1999		
TPLJQ011	Writes the HIB1 file	PTPQMSHI (SUCCESS)	../logs/tpljq011.tape.log
	Job is ON HOLD as of May 1999		
TPLJQ013	Writes the HIB2 file	PTPQMSHI (SUCCESS)	../logs/tpljq013.tape.log
	Job is ON_HOLD as of May 1999		
TPLJM183	Writes Resource extract for HMS	PTPMMSSR (SUCCESS)	../logs/tpljm0183.tape. log
TPLJM191	Writes final Carrier extract for HMS	PTPMMSSR (SUCCESS)	../logs/tpljm0191.tape.log
TPLJM121	Writes the BUYIN A tape for	BUYPM010 (SUCCESS)	../logs/tpljm121.tape.log
TPLJM123	Writes the BUYIN B tape for	BUYPM030 (SUCCESS)	../logs/tpljm123.tape.log

Tape Creation Procedures

1. Load several tapes into drive 7. Write down the volser numbers from bottom to top.

> *Note: This is the order, that the tapes load.*

2. Verify that the drive is not in compressed mode. See instructions for checking compression on tape drives.
3. Make sure tape drive is switched to AUTO.
4. Log on to DSIBSUN3.
5. At prompt type: **su dsibprod**
6. At prompt type: **cd $PRODDIR/logs**
7. Type the job name for each job from Table 8.2 to run the tapes.
8. At prompt, enter the volser number of the currently loaded tape. Check off the volser(s) used for each job from the volser list made in step one. Some jobs may use more than one tape.

> *Note: After all the tapes loaded into the Tape Drive Magazine holder are used, the magazine will eject. Reload the magazine with new tapes and start another checklist of the newly loaded volser numbers.*

9. A tape log will print to DSIBXPM1 after each tape is processed. The operator will need to print two copies of each. One copy will go with the tape. The other copy will go to the HMS liaison at EDS.
10. A record count will also appear on the screen after the job has completed. Compare this record count with the log sheet provided by Systems.
11. Label the tapes. Labels are located at *\\USIDDXIX002\departmental\Systems\OPS\Labels\HMS_Labels.doc*
12. After all the tapes are complete and record counts verified, match up each tape with its corresponding transmittal log. Log the information into the Operations HMS tape log.
13. Send the tapes and the logs that denote the file size to:

Health Management Systems
Source Data Handling
401 Park Avenue South 11th Floor
New York, New York 10016

Millman Tape Procedures

Review the procedure for creating taps described in this section. Use the Millman Job List in Table 8.3 to process jobs.

Millman Job List

Table 8.3 – Millman Job List

Tape Job	Data References	EDS File Name	Medstat File Name
MILJM290	UB92 HDR	mds00200.dat.	UB92 Header
	UB92 DTL	mds00210.dat.	UB92 Detail
	MEMBER	mds00712.dat.	Member Aid Cat
MILJM390	HCFA HDR	mds00300.dat.	HCFA Header
	HCFA DTL	mds00310.dat.	HCFA Detail
MILJM590	PHRM HDR	mds00500.dat.	Pharmacy Header
	PHRM DTL	mds00510.dat.	Pharmacy Detail
	DRUG FILE	mds00550.dat.	Drug Data File
MILJM790	MEMBER	mds00700.dat.	Member Base
	MEMBER	mds00702.dat.	Member Spenddown
	MEMBER	mds00704.dat.	Member Medicare ID
	MEMBER	mds00705.dat.	Member Liability
	MEMBER	mds00710.dat.	Member Eligibility
	MEMBER	mds00711.dat.	Member Dual Aid
	MEMBER	mds00713.dat.	Member Level Care
MILJM990	UB92 PD SHD HDR	mds00230.dat.	UB92 Pd Shad Hdr
	UB92 DNY SHD HDR	mds00235.dat.	UB92 Dny Shad Hdr
	UB92 PD SHD DTL	mds00240.dat.	UB92 Pd Shad Dtl
	UB92 DNY SHD DTL	mds00245.dat.	UB92 Dny Shad Dtl
	HCFA PD SHD HDR	mds00330.dat.	HCFA Pd Shad Hdr

(Continued)

Table 8.3 – Millman Job List

Tape Job	Data References	EDS File Name	Medstat File Name
	HCFA DNY SHD HDR	mds00335.dat.	HCFA Dny Shad Hdr
	HCFA PD SHD DTL	mds00340.dat.	HCFA Pd Shad Dtl
	HCFA DNY SHD DTL	mds00345.dat.	HCFA Dny Shad Dtl
	PHRM PD SHD HDR	mds00530.dat.	Pharm Pd Shad Hdr
	PHRM DNY SHD HDR	mds00535.dat.	Pharm Dny Shad Hdr
	PHRM PD SHD DTL	mds00540.dat.	Pharm Pd Shad Dtl
	PHRM DNY SHD DTL	mds00545.dat.	Pharm Dny Shad Dtl
	UB92 VOID HDR	mds21501.dat.	UB92 Void Hdr
	UB92 VOID DTL	mds21502.dat.	UB92 Void Dtl
	HCFA VOID HDR	mds31501.dat.	HCFA Void Hdr
	HCFA VOID DTL	mds31502.dat.	HCFA Void Dtl
	DNTL VOID HDR	mds41501.dat.	Dental Void Hdr
	DNTL VOID DTL	mds41502.dat.	Dental Void Dtl
	PHRM VOID HDR	mds51501.dat.	Pharm Void Hdr
	PHRM VOID DTL	mds51502.dat.	Pharm Void Dtl
	DNTL HDR	mds00400.dat.	Dental Header
	DNTL DTL	mds00410.dat.	Dental Detail
	CAPITATION	mds00600.dat.	Capitation Payment
	ADMIN FEE	mds00601.dat.	Administration Fee
	PROVIDER	mds00810.dat.	Prov/Rec PMP Assign
	TPL RESOURCE	mds00620.dat	TPL Resource
	TPL COVERAGE	mds00624.dat	TPL Coverage

Millman Label Procedures

Use the label found in *\\USIDDXIX002\departmental\Systems\OPS\Labels\milliman Labels.doc* to create labels. Figure 8.3 shows a sample of the label.

EDS-Indiana Milliman Tape

DESC: _____

Tape # ____ of ____ Month: November

Volser Number: _____

Date: 12/17/02

Figure 8.3 – Milliman Tape Label

Affiliated Computer Systems Tape Procedures

Review the procedure for creating taps described in this section. Use the Affiliated Computer Systems (ACS) Job List in Table 8.4 to process jobs.

ACS Job List

Table 8.4 – ACS Job List

Tape Job	Data References	EDS File Name	Medstat File Name
ACSJR590	PHRM HDR	mds00500.dat.	Pharmacy Header
	PHRM DTL	mds00510.dat.	Pharmacy Detail
	PHRM PD SHD HDR	mds00530.dat.	Pharm Pd Shad Hdr
	PHRM DNY SHD HDR	mds00535.dat.	Pharm Dny Shad Hdr
	PHRM PD SHD DTL	mds00540.dat.	Pharm Pd Shad Dtl
	PHRM DNY SHD DTL	mds00545.dat.	Pharm Dny Shad Dtl
	DRUG FILE	mds00550.dat.	Drug Data File
	PHRM VOID HDR	mds51501.dat.	Pharm Void Hdr
	PHRM VOID DTL	mds51502.dat.	Pharm Void Dtl
ACSJR890	PROVIDER	mds00800.dat.	Provider Address
	PROVIDER	mds00801.dat.	Provider MCO Netwk
	PROVIDER	mds00802.dat.	Provider Eligibility
	PROVIDER	mds00803.dat.	Provider Specialty
	PROVIDER	mds00804.dat.	Provider Tax ID
	PROVIDER	mds00805.dat.	Provider Group Mbr
	PROVIDER	mds00806.dat.	Provider PMP Panel
	PROVIDER	mds00807.dat.	Provider UPIN
	PROVIDER	mds00808.dat.	Provider PMP Enroll
	PROVIDER	mds00809.dat.	Provider PMP Locat
	PROVIDER	mds00810.dat.	Prov/Rec PMP Assign
	MEMBER	mds00712.dat.	Member Aid Cat
ACSJR790	MEMBER	mds00700.dat.	Member Base
	MEMBER	mds00702.dat.	Member Spenddown
	MEMBER	mds00704.dat.	Member Medicare ID
	MEMBER	mds00705.dat.	Member Liability
	MEMBER	mds00710.dat.	Member Eligibility
	MEMBER	mds00711.dat.	Member Dual Aid
	MEMBER	mds00713.dat.	Member Level Care

ACS Label Procedures

Use the label found in *\\USIDDXIX002\departmental\Systems\OPS\Labels\ACS Labels.doc* to create labels. Figure 8.4 shows a sample label.

EDS-Indiana ACS Tape

DESC: _____

Tape # ____ of ____ Month: November

Volser Number: _____

Date: 12/17/02

Figure 8.4 – ACS Mailing Label

Creating PMP Tapes for Americhoice

Each month, operations produces a monthly PMP List tape to Americhoice. Twice a month a member PMP assignment and Potential Members tapes are also created. The Member PMP assignment and Potential Members are saved on one tape. The operations request e-mail box will receive an e-mail stating that the file is ready to be written to tape. There are 20 tapes in jukebox 2-2, in slots 41 through 60. The script will use the next available tape, and load it in an open tape drive. When it is done, the tape will load in the E/E port to be unloaded.

Note: The Entry/Exit (E/E) door is on the top right, below the black button.

The monthly tape e-mail will look like the following. The bi-monthly e-mail will look similar.

```
Job/export/customer/dsib/prod/job/MGDJM450 has completed.
File/export/customer/dsib/prod/data02/mgmt45000.dat.0068 is ready to
be written to 8mm tape.  Use 8mmmenu script, option Monthly PMP
List, to create tape
```

1. Logon to dsibsun2 using the operator and su todsibprod:

148 dsibsun2/home/melanjm$ **su dsibprod**

The following appears:

```
Password:

Use of the Network is restricted to authorized users.  User activity
is monitored and recorded by system personnel.  Anyone using this
Network expressly consents to such monitoring and recording.  BE
ADVISED, if possible criminal activity is detected, system records,
along with certain personal information may be provided to law
enforcement officials.

System dsibsun2. UNAUTHORIZED USE IS PROHIBITED

/HOME/DISBPROD
```

```
132 [dsibsun2: dsibprod]
```

2. Type 8mmmenu.

```
Operations 8mm Tape Menu

Please select one of the following options:

1) Bi-Weekly PMP (job MDGPS100 & MDGPS200) 'Recipient PMP Assignment
    & Potential Recipient'

2) Monthly PMP List (job MDGPM450) 'Monthly Electronic PMP List'

3) Reset 8mm tape list file

x) Exit Menu

Enter Selection-->
```

3. Type the number of the tape that the operator is going to create:
4. Type **2**.

```
Processing the MONTHLY 8mm tape for Monthly Electronic PMP List.

Loading tape 43 into the jukebox, this will take 3 to 5 minutes, be
patient
```

If message, `Waiting for device on dsibsun2 in jb2` appears, there are no tapes drives available. Stop the process by pressing **<crtk> c**, if the operator must stop the process, use networker to unload a tape, and then rerun the script.

```
Tape 43, loaded into tape drive /dev/rmt/7cn.

Running tar command for Monthly Electronic PMP List.

a mgm45000.dat.0068 1679 tapes blocks

Unloading tape 43 from the jukebox, this will take 3 to 5 minutes,
be patient

Slot 43 unloaded from /dev/rmt/7cn in jb2 on dsibsun2

Moving tape 43 to the Exit/Entry port
```

5. Remove tape from the Exit/Entry port on dsibun2 jukebox jb2. Press the **black button** on the top right side of jb2. After removing tape, press **black button** again to close Exit/Entry port door.
6. This tape was created for Monthly Electronic PMP List. Label the tape with file name mgm45000.dat.0068. When the label is completed, take the tape to the 11th floor for pick-up.
7. Press **Enter** to exit script.

```
Operations 8mm Tape Menu

Please select one of the following options:

1) Bi-Weekly PMP (job MDGPS100 & MDGPS200) Recipient PMP Assignment
    & Potential Recipient
```

```
2) Monthly PMP List (job MDGPM450) 'Monthly Electronic PMP List'

3) Reset 8mm tape list file

x) Exit Menu

Enter Selection--> x
```

8. When complete, the operator will receive an e-mail saying that it is complete.

```
PMPADMIN

The MONTHLY 8mm tape for Monthly Electronic PMP List has been
created on Mon Oct 23 09:39:07 EST 2000.  File(s), mgm45000.dat.0068
was/were written to tape 43.
```

9. When the operator brings the tape to the receptionist, the operator will fill out the tape log book. The log book is used as a record that the tape was completed. Amerchoice signs the log book when the tape is picked up.

> *Note: Make sure that the E/E door is closed on the Jukebox. If it is left open, the jukebox arm will not be able to move.*

Section 9: Helpdesk Procedures

All individuals on the account were provided a quick reference card that contains the information provided in Table 9.1.

Table 9.1 – Helpdesk Quick Reference Card

Helpdesk Quick Reference Card	
	Phone: (317) 488-5059 Dial: (317) 488-5059
Choose Options:	
1.	Indiana*AIM* Password Resets
2.	Security Information
3.	LAN Password Resets and Computer Support

Reset an Indiana*AIM* Password

1. Obtain the user's current Indiana*AI*M production login identification (ID).
2. Access SUN0.
3. Login and enter the appropriate password.
4. Type **alter.usr**.
5. Type **inaimp1** for the database.
6. Type the user id.
7. Type the new production password. The screen clears and the following message displays:

```
Processing ALIAS: inaimp1
SQL*DBA: Release 7.1.3.2.0 - Production on Mon Jan 1 13:58:34 1996
Copyright (c) Oracle Corporation 1979, 1994.  All rights reserved.
Oracle7 Server Release 7.1.3.2.0 - Production Release
With the distributed option
PL/SQL Release 2.1.3.2.0 - Production
SQLDBA> SQLDBA> Connected.
SQLDBA> Statement processed.
SQLDBA>
SQL*DBA complete.
                    ######################################
                    #       DONE PROCESSING              #
                    ######################################
```

8. Test the new user ID in the Indiana*AIM* application.
9. Inform user of the new password.

Reset a MARS Password

1. Obtain the user's current Indiana*AIM* production password and login ID.
2. Access SUN0.
3. Type **alter.usr**.
4. Type **inmarp1** for the database.
5. Type the **login id**.
6. Type the user's current production password for the password to MARS.
7. A message displays similar to the one for the Indiana*AIM* password Reset Step 6 above.

```
Processing ALIAS: INMARP1
SQL*DBA: Release 7.1.3.2.0 - Production on Mon Jan 1 13:58:34 1996
Copyright (c) Oracle Corporation 1979, 1994.  All rights reserved.
Oracle7 Server Release 7.1.3.2.0 - Production Release
With the distributed option
PL/SQL Release 2.1.3.2.0 - Production
SQLDBA> SQLDBA> Connected.
SQLDBA> Statement processed.
SQLDBA>
SQL*DBA complete.
                  ######################################
                  #       DONE PROCESSING              #
                  ######################################
```

Changing UNIX Passwords

Overview

The following is the criteria used to change Unix passwords:

- Passwords expire every 30 days, with five warning days
- Passwords must be eight characters long
- Passwords must have at least one uppercase Alpha character
- Passwords must have two numbers or non-alpha characters
- Passwords cannot use the same character more than two times
- Passwords may use non-alphanumeric characters (for example: $ # ! and so forth)
- Passwords may not be changed more than once in a 24 hour period
- Passwords may not be reused for seven password changes
- Passwords must not use all or part of the user's ID

- User IDs will be deactivated after three unsuccessful logins
- To change the password, the command is now pppasswd, instead of yppasswd

Procedures for Power Password:

To show a user's account information, type the following:

1. rootops ppadmin show –u userid

rootops ppadmin show -u melanjm
name: melanjm
classes: none

accepthost: dsibsuna.inxix.slg.eds.com
accepttime: Fri Jan 31 10:37:54 2003
activatedate: N/A
***changepwasap**: 0(forces user to change password on next login)*
changepwonwarn: 0
expiredate: Never
generatepw: 0
inactivelockout: 0
ptstmp: Fri Jan 31 10:23:49 2003
***pwage**: 0 (password age)*
pwexpirelockout: 0
pwhistdays: 0
***pwhistlen**: 7 (how many times before an old password can be reused)*
***pwinvalidcoun**t: 0 (how many times a user has tried to log in)*
pwinvalidhost: dsibsuna.inxix.slg.eds.com
pwinvalidlocktime: 0
***pwinvalidmax**: 3 (how many time a user can try to login before being diabled)*
pwinvalidtime: Thu Jan 30 13:27:08 2003
***pwmaxage**: 30 (max number of days before password must be changed)*
***pwminage**: 1 (max time in days before a user can change a password after changing a password)*
rejecthost: dsibsuna.inxix.slg.eds.com
rejecttime: Fri Jan 31 10:36:23 2003
***warndays**: 5 (number of days warning to change password)*

User has been locked out for to many logins

They will see (only for a few seconds, and then the screen will close):

login: melanjm
Password:
Too many invalid login attempts on your account.

1. Check the user's account for the number of lockouts by typing: **rootops ppadmin show –u userid**.

The **`pwinvalidcount`** field will show a 3 or more:

`pwinvalidcount: 3`

2. Reset the user by typing in: **rootops ppadmin set pwinvalidcount=0 -u userid** (the 0 = zero)

rootops ppadmin set pwinvalidcount=0 -u melanjm
Number of users set: 1

***Note**: If a user forgets a password, a Unix SYSTEMS ADMINISTRATOR (SA) will need to be contacted to reset the password on the UNIX side. The operator will then give the UNIX SA the password that was given to the caller and run the following command to force the caller to change his or her password upon the next log-on.*

`rootops ppadmin set changepwasap=1 pwage=0 –u userid`

rootops ppadmin set changepwasap=1 pwage=0 -u melanjm
Number of users set: 1

(The changepwasap=1 is what forces the password to be changed)

If the operator enters the command, **`rootops ppadmin show –u userid,`** it will show a 1 in that row.

User has been inactive for more than 60 days

Resetting the **password** and **pwage** does not always work, so they need to revalidated by typing: **rootops ppadmin revalidate -u username.**

If this does not work, then change the pwage to zero. If that does not work, contact a SA to change the password.

*Note: The UNIX system is case sensitive. For example, if the operator enters the UNIX ID of marstrp it is **not** the same as MARSTRP*

Section 10: Eligibility Verification System

Overview

The Eligibility verification system (EVS) enables Indiana Health Coverage Programs (IHCP) providers to check eligibility, checkwrite, and claim inquiry via two separate methods. Using a telephone, providers can use the Automatic Voice Response (AVR) system. Verifications can also be conducted using a point-of-sale (POS) device sometimes called OMNI. The POS check allows the provider to check eligibility using the member's Hoosier Healthwise Cards.

AVR Overview

The AVR is an interactive voice-response system that supports call routing and provides current MMIS information to IHCP providers. To access the system, IHCP members and providers call a toll free number. The AVR answers the toll free number and provides the caller with a list of options. Currently, the AVR offers the following options:

1. Member eligibility
2. Benefit limit
3. Checkwrite and suspended claims
4. Prior authorization
5. Claims inquiry

The AVR does not currently allow call transfer to an EDS representative.

> *Note: Please refer to the AVR Manual for more in-depth explanations of hardware and software.*

Online Status Checking

The Computer Operations Unit assists in diagnosing problems with the AVR and OMNI systems. Provider numbers and member IDs have been supplied to the Computer Operations Unit to ensure that situations are accurate.

To ensure that problems are detected in a timely manner, operators must test the AVR and OMNI systems hourly. The hourly test is completed 24 hours a day, 365 days a year. When conducting a test, operators obtain a verification number and log the number on the Daily Operations Check-off Sheet.

> *Note: All transactions supported by the AVR are to be tested as well. During peak hours, it may not be possible to get through on the production number by calling 1-800-738-6770 or locally (317) 692-0819. In this case, the test number can be used to conduct the AVR transaction testing.*

Data To Use for Testing

Table 10.1 – Data Testing Perimeters

Data Required for Testing	Data to Use for Testing
Provider numbers	100171230
	100056020
Location code (both providers)	A (this is *21 in AVR)
Member ID	101163109899
	100044003099
	100622609499
Use current dates of service	Use the # key in AVR
	Use the enter key with OMNI

Note: An eligibility verification number will be provided for all successful eligibility transactions. This occurs on both AVR and OMNI. The AVR processes other types of transactions that should also be checked (checkwrite, prior authorization, and benefit limits). Checkwrite and prior authorization do not give a verification number. If a response is provided and the system gives transaction options again, the system is working fine. Benefit limit transactions will give verification numbers. If the same RID is used for the benefit limit is used for eligibility, the number will be the same.

Identifying Problems with AVR

- If the AVR is called and the following message is received, *"Currently the system is unable to process the operator request,"* attempt to access the system at least three times before contacting the help desk. The Leverage Technology Group (LTG) should be contacted for this type of problem.
- If the AVR is being used to process a transaction, the pound (#) sign has been pressed, and after several seconds of dead air, the system provides the following response, *"Currently the system is unable to process the operator request,"* contact the LTG.
- If a call to the AVR system is attempted and there is no answer, contact the LTG.
- If a busy signal is received and lines are idle on the voice system, the system must be evaluated to determine the problem. During peak hours of operation, 9 a.m. to 3 p.m., chances of getting a busy signal are more likely.

Note: The 48th line on the second AVR system will be idle unless someone is testing. This line does not use the phone number used for testing. If lines are idle and a busy signal continues, contact the LTG.

- If transactions have been successfully completed, but additional transactions cannot be processed. This indicates that one of the services on the Host is down. This is caused by a FAILURE status of the VRS cycle jobs. The operator can verify the job status by performing a jr command on the job. Contact the Indiana*AIM* on-call SE to help restart these jobs if they are failed. An example is an eligibility transaction has been processed and then a prior authorization transaction is attempted and a response is not received.

Identifying Problems with OMNI

- If the message, `Provider number is not on file,` is received using the provider number supplied, contact the Indiana*AIM* on-call SE. This message is also heard on the AVR.
- If the message, `member ID is not on file,` is received using the member number supplied, contact the Indiana*AIM* on-call SE. This message is also heard on the AVR.
- If the following message is received, `Error code 60 - INAIM unavailable`, contact the Indiana*AIM* on-call SE.
- If the following message is received, `Error code 20 - Unknown device`, contact DASS.
- If the following message is received, `Error code 40 – Unavailable`, contact DASS.
- If the following message is received, `Error code 42 - No available slots`, contact DASS.
- If the following message is received, `Error code 44 - Invalid transaction`, contact DASS.
- If the following message is received, `Error code 51 - No available slots in bridge`, contact DASS.
- If the following message is received, `Error code 61 - No Svc/Pvc available, all busy`, contact DASS.

POS Troubleshooting Procedures

> *Note: The instructions in this section are for the POS line, not AVR. Refer to the AVR instructions for procedures specific to AVR problem resolutions.*

Further investigation needs to be preformed to determine where the problem exists within the POS transaction. If the following conditions are encountered, there may be interruption in service with POS.

1. OMNI error messages are encountered and duplicated over a period of at least five minutes.
2. Customer Assistance calls to reveal high call volumes pertaining to POS issues.
3. Operations receives a page with one of the following messages:
    - The posx25.log file shows NO activity for the last ${RUN_TIME} please check dsibsun1 posx25.log for more details
    - The x25netd daemon is NOT running - Check x25 and POS!
    - POS X25 log file shows SHUTTING DOWN...Bye in the last ${RUN_TIME} - Check X25 circuit!
    - POS X25 log file shows NO activity in the last ${RUN_TIME} - Check POS and x25!
    - ${RUN_TIME} = time the job runs that check the logs.

Starting an x25 Trace Log

If there is not an x25 log trace in progress, the operator will need to start a trace to verify the transactions are go or failing. This log will scroll by very quickly.

To monitor or check the status of the POS line, log on to **DSIBSUN1** under the operator userID and type **rootops x25trace**.

The following will display:

```
156 [marstrp@dsibsun1] rootops x25trace
Parsed:
Using interface /dev/x25
Time                      Protocol
0.00 X.25  Rcvd    PDU, link 1 (HDLC)
0.00 X.25  Rcvd    159 bytes, lcn=001,  DATA (0, 4) 156 bytes user data:
30 30 30 30 30 30 30 30     46 41 43 42 30 30 31 31     *    00000000FACB0011    *
44 41 42 38 37 34 39 34     49 4e 45 56 30 32 49 4e     *    DAB87494INEV02IN    *
30 30 30 36 38 30 36 31     30 34 36 37 33 43 30 30     *    0006806104673C00    *
30 30 30 30 30 30 30 30     30 30 30 30 31 30 30 33     *    0000000000001003    *
33 33 33 36 30 41 30 30     30 30 30 31 39 39 38 30     *    33360A0000019980    *
36 31 37 30 30 30 30 30     30 30 52 31 30 32 34 36     *    6170000000R10246    *
30 39 34 34 36 39 39 30     30 30 30 30 30 30 30 30     *    0944699000000000    *
30 30 30 30 30 31 39 39     38 30 36 32 38 30 30 30     *    0000019980628000    *
30 30 30 30 30 30 30 30     30 30 30 30 30 30 30 30     *    0000000000000000    *
0.20 X.25   Sent PDU, link 1 (HDLC)
0.20 X.25   Sent 1002 bytes, lcn=001,  DATA (4, 1) 999 bytes user data:
30 30 30 30 30 30 30 30     46 41 43 42 30 30 31 31     *    00000000FACB0011    *
44 41 42 38 37 34 39 34     33 43 30 30 41 31 30 32     *    DAB874943C00A102    *
34 36 30 39 34 34 36 39     39 4a 41 4d 45 53 20 20     *    460944699JAMES      *
20 20 20 20 20 20 53 48     4f 52 54 20 20 20 20 20     *          SHORT         *
20 20 20 20 20 31 39 31     36 30 33 30 37 31 59 31     *       191603071Y1      *
39 39 38 30 36 31 37 31     39 39 38 30 36 32 38 4d     *    998061719980628M    *
41 4e 30 30 30 30 30 30     30 30 30 30 30 30 30 30     *00  AN000000000000000   *
30 30 20 20 4e 30 30 30     30 30 30 30 30 30 30 30     *00  N00000000000        *
30 30 30 30 30 20 20 31     39 37 34 35 35 34 35 37     *00000    197455457     *
31 30 32 34 36 30 39 34     34 36 39 39 4e 20 20 20     *    102460944699N       *
20 20 20 20 20 20 20 20     20 20 20 20 20 20 20 20     *                        *
```

To cancel the log type in <**ctrl-c**> and the following message will display:

```
^Crootops >>> ERROR 33280 EXECUTING: /opt/SUNWconn/bin/x25trace
```

If PCLD020 Box is not Running (8:00pm – 12:00am)

Verify that there is data following the `0.00 X.25 Rcvd PDU, link 1 (HDLC)` line as well as the line `0.20 X.25 Sent PDU, link 1 (HDLC)`. The above example shows what **should** display. If the above message is displayed, the POS is working correctly.

Cycle Jobs Affecting Pos Availability

Follow these instructions to determine if the 20-box is running before contacting New Jersey or the on-call SA. Between 21:45 and 23:30 Sunday through Friday, the 20-box is running. If the 20-box is running, type **jr PCLD020 –L1**.

- At 21:45, if box PCLD021 is running job CLMD900; the POS line could be down.
- At 23:30, if box PCLD023 is running job CLMPD901 the POS line could be down.

- At 23:30, if box PCLD023 is running job PCLDPOS_LogClean while the POS line is down
- After jobs CLMPD910 (PCLD021) and CLMPD911 (PCLD023) run, the POS line will be up.

If it is determined that the 20-box is not running, check the status of the POS line.

Duplicate Trace Running

If the operator see the following error message, there is another *rootops x25trace* command running:

```
1 dsibsun1 /home/sikesgd$ rootops x25trace
Parsed:
Using interface /dev/x25
Problem with setting up trace stream: errno 17
x25trace: File exists
x25trace: could not open trace device.
```

If the error above displays, find the terminal session that is running the *rootops x25trace* command and stop the session by typing **ctrl c**. Then run the *rootops x25trace* command again.

POS Non-Transaction Error Response

If the trace command is typed and the following message displays with no data coming across:

```
375 dsibsun1 /home/melanjm rootops x25trace
                Parsed:
                Using interface /dev/x25
                Time   Protocol
```

This message means POS transactions are not being sent or received from Auburn Hills. If it is early in the morning wait two to three minutes, POS transactions are not as frequent in the morning. After three to four minutes of inactivity, the best thing to do is bounce the POS Box. Force starting PCLRBNCE_POS will bounce POS, it MUST be run as dsibtuxp.

POS Bounce procedures

1. Log onto dsibsun1
2. At prompt type **su dsibtuxp.**
3. At prompt type **fsj PCLRBNCE-POS**.

Cannot update eastern time zone will appear when POS Bounce is complete.

When *PCLRBNCE_POS* box is complete, run the *rootops x25trace* to verify that the POS line is sending and receiving data.

Verify Circuit is available to New Jersey

Bouncing POS often solves the problem; however, there are times when it will be necessary to involve Plano. In those instances, call Plano at 1-800-526-9839.

Identify the account as *DAS2*, if the operator does not understand that ID try, *SOD Indiana Medicaid account to DAS*. The new name is ***In01***.

Tell the host operator POS data is not being received, the application has been bounced, and there is still no data. Ask if problems are being experienced. If not, ask the host operator to check the following:

- x25 circuit
- DSU/CSU
- Application

After all checks have been made, the POS can be bounced again. Run job *PCLRBNCE_POS*, then run *rootops x25trace* to verify POS is sending and receiving POS transactions.

If transactions are still not being received, New Jersey must determine what is wrong and that determination may take awhile. Stay on the phone until the problem is resolved.

Resetting the DSU/CSU

If New Jersey identifies a circuit problem request, *dual dial backup* until the circuit problem is resolved. If the change is made to dual dial backup, it is necessary to bounce POS again and verify that POS is working and notify the on-call SA.

If New Jersey asks that the *Data Service Unit/Channel Service Unit* be reset, go to the Network room located between the computer room and print room. The DSU/CSU is located in the middle of the silver rack. There are three *RACAL Excalibur Digital Access Product (DSU/CSUs)*. The two that are side by side and labeled *POS 56KB Primary (or Backup) DSU/CSU* are for POS. The DSU/CSU on the left side is the primary unit. The power cord is located on the left-hand side. To reset, unplug the unit from the back and then plug it back in. It will take approximately one minute to initialize.

To check the status of the DSU/CSU and complete the following steps:

1. Press the **top** button. The LED displays the following selections:

```
Primary   Local   Remot   Addrs   Serve   ->
```

2. Select local by pressing the number **1**, which is located below local on the monitor screen. The LED displays the following message:

```
Local Mode

Stats     Confg   Diag    Dial    ->
```

3. Click the number **1** to select stats. The number 1 is located below *stats* on the monitor screen. The LED displays the following:

```
Status Mode

DAP       Dial    Serve   Digt    ->
```

4. Click the number **1** to select DAP. The **1** is located below DAP on the monitor screen. The LED displays the following message:

```
56.0 TL +5dbm     RL-17db

    Q=Best        Dial=N      Tst=N
```

5. If the POS is on dual-dial backup, `Dial=N` field will indicate `Dial=Y`.

The above status is normal, the RACAL tech has indicated the receive level (RL) could go as high as RL-34db and still be good. The status can be used to give New Jersey the condition of the POS circuit.

Section 11: Cycle Jobs for AVR/POS

AVR JOBS

This section describes what the Voice Response System (VRS) jobs do. AVR owns the jobs where the owner is indicated in bold print. Checks ran prior to transition cannot be reran.

Job VRSPD010

```
/*                                    VRSPD010                                    */
insert_job:          VRSPD010          job_type:      b
#owner: dsibsun1
permission:          gx,ge,wx,mx
date_conditions:     1
days_of_week:        all
start_mins: 1, 11, 21, 31, 41, 51
condition: notrunning(PCLD023) and notrunning(dbap_bu_dra_inaimp1)
description:         "Test voice response System every 10 minutes"
alarm_if_fail:       1
```

Job VRS0D010

```
/*                                    VRS0D010                                    */
insert_job:     VRS0D010          job_type:      c
box_name:       VRSPD010
command:        time_job.pl 60 autojob.sh check.write.sh
machine:        inprodx25
#owner:         dsibavr@dsibsun0
permission:     mx,me
description:    "Test check write (Provider) validity"
alarm_if_fail:  1
```

Job VRS1D010

/*	VRS1D010		*/
insert_job:	VRS1D010	job_type:	c
box_name:	VRSPD010		
command:	time_job.pl 60 autojob.sh eligibility.sh		
machine:	inprodx25		
#owner:	**dsibavr@dsibsun0**		
permission:	mx,me		
description:	"Test Recipient Eligibility service"		
alarm_if_fail:	1		

Job VRS2D010

/*	VRS2D010		*/
insert_job:	VRS2D010	job_type:	c
box_name:	VRSPD010		
command:	time_job.pl 60 autojob.sh prior.auth.sh		
machine:	inprodx25		
#owner:	**dsibavr@dsibsun0**		
permission:	mx,me		
description:	"Test Recipient Eligibility service"		
alarm_if_fail:	1		

Job VRS4D010

```
/*                          VRS4D010                               */
insert_job:      VRS4D010      job_type:     c
box_name:        VRSPD010
command:         autojob.sh check.x25.log.sh
machine:         inprodx25
#owner:          dsibtuxp@dsibsun0
permission:      mx,me
condition:       SUCCESS(VRS3D010)
description:     "Test that brxX25 has a good status"
alarm_if_fail:   1
```

Job VRS5D010

```
/*                          VRS5D010                               */
insert_job:      VRS5D010      job_type:     c
box_name:        VRSPD010
command:         time_job.pl 60 autojob.sh claim.status.sh
machine:         inprodx25
#owner:          dsibavr@dsibsun0
permission:      mx,me
description:     "Test Claim Status service"
alarm_if_fail:   1
```

Job VRS3D010

/*	VRS3D010		*/
insert_job:	VRS3D010	job_type:	c
box_name:	VRSPD010		
command:	autojob.sh posx25.chkup.sh		
machine:	inprodx25		
#owner:	dsibtuxp@dsibsun1		
permission:	mx,me		
description:	"Test that posx25 and brxX25 are up and running"		
alarm_if_fail:	1		

Updated POS Job Information

This section shows the new PCLRPOS box that will start X25 and POS.

78 DSIBSUN1 /home/melanjm$ jr PCLRPOS –q

Job PCLRPOS

/*	PCLRPOS		*/
insert_job:	PCLRPOS	job_type:	b
#owner:	dsibtuxp@dsibsun1		
permission:	mx,me		
description:	"This job will start the X25 circuit and start POS clients"		
alarm_if_fail:	1		

Job SYSPD020

/*	SYSPD020		*/
insert_job:	SYSPD020	job_type:	c
box_name:	PCLRPOS		
command:	/opt/utils/ops/job/solX25.start.sh		
machine:	inprodce01		
#owner:	root@dsibsun1		
permission:	mx,me		
description:	"Start the X25 circiut"		
alarm_if_fail:	1		

Job CLMPPOS2

/*	CLMPPOS2		*/
insert_job:	CLMPPOS2	job_type:	c
box_name:	PCLRPOS		
command:	autojob.sh posx25.boot.sh		
machine:	inprodce01		
#owner:	dsibtuxp@dsibsun1		
permission:	mx,me		
condition:	SUCCESS(SYSPD020)		
description:	"Start the POS clients"		
alarm_if_fail:	1		

Operations POS Procedures

This section shows the new PCLRBNCE_POS box that shuts down X25 and POS, and then restarts them.

279 dsibsun1 /home/melanjm$ jr PCLRBNCE_POS –q

Job PCLRBNCE_POS

```
/*                              PCLRBNCE_POS                              */
insert_job:     PCLRBNCE_POS    job_type:    b
#owner:         dsibtuxp@dsibsun1
permission:     mx,me
description:    "This job will bounce the X25 circuit and start POS daemon"
alarm_if_fail:  1
```

Job SYSPD011

```
/*                              SYSPD011                                  */
insert_job:     SYSPD011        job_type:    c
box_name:       PCLRBNCE_POS
command:        /opt/utils/ops/job/solX25.stop.sh
machine:        inprodce01
#owner:         root@dsibsun1
permission:     mx,me
description:    "Stop the X25 circiut"
alarm_if_fail:  1
```

Job SYSPD021

```
/*                              SYSPD021                                  */
insert_job:     SYSPD021                        job_type: c
box_name:       PCLRBNCE_POS
command:        /opt/utils/ops/job/solX25.start.sh
machine:        inprodce01
#owner:         root@dsibsun1
permission:     mx,me
condition:      SUCCESS(SYSPD011)
description:    "Start the X25 circiut"
alarm_if_fail:  1
```

Job CLMPPOS1

```
/*                                  CLMPPOS1              */
insert_job:     CLMPPOS1        job_type:       c
box_name:       PCLRBNCE_POS
command:        autojob.sh posx25.boot.sh
machine:        inprodce01
#owner:         dsibtuxp@dsibsun1
permission:     mx,me
condition:      SUCCESS(SYSPD021)
description:    "Restart the pos clients"
alarm_if_fail:  1
```

Please note that when DASS is contacted about a problem, it is important to identify that the problem exists with Indiana*AIM* and the error code that is being received. The DASS contact is a twenty-four hour help desk.

If an error is received on both AVR and OMNI, the problem is coming from the host. In this situation, contact the on-call cycle monitor. The primary pager number is (317) 928-7743, and the secondary pager number is (317) 928-7727.

Section 12: Cycle Monitoring

Overview

All claim data input into Indiana*AIM* must be processed for integrity, validation, and adjudication. The series of programs that processes this information runs in nightly, weekly, monthly, quarterly, and annual rotations or cycles. Groups of programs that accomplish a task within the cycle are called a *box*. Each program within a box is referred to as a *job*. Many jobs within the cycle may depend on the success of other jobs, boxes, or both. A box is not successful unless all the jobs within that box are completed. All jobs in a cycle are important. One failed job can cause the cycle to stop and delay payment of those claims to providers.

It is important for the operator to monitor the cycle effectively and identify jobs that fail. When a job is identified as failed, the system may page both the operations page and the on-call SE. If the operator notices a job has failed, and has not been paged, then the operator will need to contact the on-call SE.

Tips and Hints for Effective Monitoring

The file systems on all the SUN boxes have the same tree structure. To navigate the structure easily, log in as DSIBPROD using the following steps:

1. Telnet DSIBSUN.
2. Log into the SUN box with the **appropriate user ID**. The `/home/rosneaj$` prompt displays. The individual user ID will be inserted for *rosneaj*.
3. Type **su dsibprod**.
4. Enter the appropriate UNIX password. The `/home/dsibprod$` prompt displays.

Commonly Used Directories and Aliases

Environment variables have been set up in the **dsibmod/dsibprod** and **dsibtuxm/dsibtuxp** IDs to aid in changing directories or accessing files:

In the following examples #### represents *mod* for Model Office and *prod* represents production.

logsdir	$LOGSDIR	/export/customer/dsib/####/logs
logdir	$LOGDIR	/export/customer/dsib/####/log
inptdir	$INPTDIR	/export/customer/dsib/####/data/claims/input
newday	$NEWDAY	/export/customer/dsib/####/data/claims/newday

Windows to Have Available

Because most research takes place from the logs directory, it is wise to keep a window session open that is already at the ***/dsib/prod/logs*** prompt for each box.

The operator should also keep a window session open with the AUTOLOG scrolling (SUN0) **Autolog-e** and keep a window session open on SUN1 with the **`/home/dsibprod/doc/abendlog$`** prompt displayed.

This directory contains possible job resolutions for all SUN boxes.

Routine for Researching Abends

Action The operations pager signals an abend.

Reaction

1. Watch autolog for current failures. The autolog may take a couple minutes to refresh information. A failed job is indicated by the following display on the monitor screen: `CLMPD205_ONL_ce01.`
2. Log into the SUN box indicated by the pager, in this example, SUN 2.
3. Navigate to the */export/customer/dsib/prod/logs$* directory. Navigate to the *logsdir* if logged in as dsibprod.
4. Page the on-call SE the first time. The information about the abend must be available when the SE answers the page.
5. The job name that comes across the autolog may be a mask for the actual job that failed. Verify the correct job name that failed, and type **jr CLMPD205_ONL_ce01 –q**

Output The following information displays on the monitor screen:

```
/*                  CLMPD205_ONL_ce01                    */
insert_job:      CLMPD205_ONL_ce01    job_type:   c
box_name:        PCLDONL_ce01
command:         autojob.sh CLMJD205
machine:         inprodce01
#owner:          dsibtuxp@dsibsun1
permission:      mx,me
condition:       SUCCESS(CLMPD200_ONL_ce01)
description:     "Import new day tables into online"
alarm_if_fail:   1
```

The job name on the COMMAND line that is highlighted is the job name to be looked up in the logs directory.

1. Look up the information in the logs directory on the appropriate SUN box.
   - Type: **ll clmjd205***. All logs that begin with *clmjd205* will display in date and time order. The most recently created will be listed first.
   - Type: **vi filename**. The word *filename* should be replaced with the log that needs to be reviewed.
   - Page through the log until the abend message is found. Page through the log by pressing **Ctrl-F** to go forward, press **Ctrl-B** to go back, and press **Shift-G** to go to the end.
2. Provide any abend information to the SE. If the SE has not returned the first call, page for the second time.
3. If time allows before the SE calls, look the job up on SUN1 in the */dsibprod/doc/abendlog/$* directory. This directory contains all the previous resolutions to abends for all jobs on all machines. If there is a resolution that matches the exact abend found in step 6, give this information to the SE.
4. Sometimes the SE will ask for information needed to resolve the job. Provide the SE with any information that will assist with the resolution of the abend. The SE may need phone numbers, other job dependencies, or information about the previous run of a job.

5. If escalation is needed to resolve an abend, the SE will contact the appropriate persons. If the SE asks Operations staff to call an SA, DBA, or other individuals, give the SE the contacts pager number, home, and cellular number. The SE should relay the information about the abend, and why the escalation is necessary.
6. The SE logs the resolution in the turnover document on *SUN1 dsibprod/doc*.

Section 13: Data Card Processing

Important Numbers

These numbers are also found on the electronic card file on the PCs in Operations.

Datacard Service:	1-800-328-3996	
Site number:	776213001	
Machine Number :	2592	
Technician:	Doug Schreiner	
Datacard Supplies:	1-800-826-0490	See lead in OPS for customer number

Instructions

1. The Datacard machine must be turned on to receive file transfers. Be sure the Datacard machine is turned on at 7 a.m., Tuesday through Saturday.
2. Turn the main power switch on. The laser printer switch is on the back of the printer. The Ultra Pac switch is on the back, left side. The switch is illuminated green when the machine is on. The main power switch is located on the front side of the Datacard machine, *not on the PC*. The power switch will turn on the entire Datacard system. **Do not touch** the machine, PC, mouse or keyboard while booting the system. When the system boots, the operator will see the *Main Menu.*
3. Jobs run at 8 a.m. Tuesday through Saturday. The job name is *ELGJD041*. The jobs will automatically send a page to the Operations pager if they are not successful. Contact the Eligibility SE if the jobs fail.
4. Load the correct cards into the machine. **Do not handle the cards without gloves**. Fingerprints on the cards will cause print errors and poor print quality. The face of the card must face toward the user. The black strip should not be visible after the cards have been loaded.
5. Load the correct envelopes into the machine. Check the feeder gap so the envelopes will not double feed. The flap of the envelope should be facing up. Manually feed several envelopes through to check the gap and then remove before starting the job.
6. Turn on the insert feeder and load the correct inserts, if applicable. Check the feeder gap so the inserts will not double feed. The single edge of the inserts must go into the feeder first. Manually feed several inserts through to check the gap and then remove before starting the job.
7. The data files are loaded into the hard drive of the Datacard machine. The naming convention for the files called Groups, will be like the following:

   Indiana yymmddindycard 000516indycard
8. Before the operator begins, check the Operations Request folder in the e-mail for card counts. Each file will have an email sent to the folder. Write these down on paper. Place the email in the appropriate folder. The card counts will be used to verify the card counts the operator get when the operator loads the data into the Datacard machine.
9. Select **2 Data** from the main menu.
10. Select **1 Load data** from the Data drop down menu. The load data screen displays. The data source is always diskette.

11. Select a **Group** from the list in Step 6, for example 000516indycard. The Job setup and the Device set-up are for the file being printed. The drop down boxes can be used to select the correct file.
12. Check that all the correct materials and files have loaded to complete the job being run.
13. Click the **Start** button.
14. Select the appropriate **Drive**. The **D** drive is the default drive. Always select the **D** drive if not already chosen.
15. Click **Datafile** folder under the D:\ directory.
16. Select the appropriate file.
17. Click the **Load** button or double-click the file. An example of the file name is *000516Alcard1*. The data will load. When the data has loaded successfully, the message, `Data Input Completed Normally,` appears in the window.
18. Write down the number on the log sheet.
19. Click the **Make Cards** button. The Start Card Production window displays.
20. Click **OK**.
21. Select **1 Cards.**
22. Select **1. Make Cards** from the main menu. Verify that the correct job is listed; otherwise use the drop down box to select the appropriate job file.
23. If the error message `data file invalid` displays, contact the SE and advise that the files are not available. Operations staff must wait until the files are corrected.

> *Note: If an attempt to load the data has been made, it is necessary to use the menu selections 5, 1, and1 and delete the file name used when previously attempting to load or it is will not be possible to reuse the file name for the correct file.*

24. Select the **Group**. Use the drop-down box if the correct group is not currently displayed.
25. Select the **Job**. Use the drop-down box if the correct group is not currently displayed. If the file is too large it is acceptable to split the job into parts by using the **Split Job** button. This feature is only used for special jobs and must not be used on a regular basis.
26. Select the correct **Machine Mode**. The default mode is Cards/Forms.
27. Check the Information window for any additional instructions. **Always** check the Errors box for Fatal or Warning errors.
28. Click the **List** button for complete information. **Fatal** errors will prevent proceeding further and the SE should be contacted immediately. **Warning** errors provide vital information. It may be possible to proceed with production; however, if the problem is severe enough errors may be encountered. The warning errors may also be informational. **Do not ignore the errors. Always investigate the errors.**
29. Reset the counter to zero at the main control panel on the Ultra Pac.
30. Check the envelope wetter indicator light to see if it is lit. If the light is on, ***only add 1 liter of distilled water.*** Do **not** add tap water, as tap water will damage the machine. Be sure that the wetter is damp before the process is started, or the machine may jam or the envelopes will not be sealed.
31. Write down the count, from the back of the laser printer on the log sheet. This figure should be the ending count from the day before.
32. Click the **Start** button. The Making Cards window opens. The percentage bar moves as the cards are being processed. The View Cards button displays the data that prints on the card. This only works if the data in the file allows the files to be seen. The Pause and Resume buttons can only be used if adjustments to the printer or the machine are necessary. The Stop button can be used to

stop production of the cards. If a job is stopped, a new Resume Job is created. The Resume Job includes the remainder of the cards that must be printed to finish the job.

33. While the job is running quality check the envelope, carrier, and card to ensure the information that prints on the carrier and the cards match.
34. While the jobs are running, watch for crashes, misfeeds and jams of envelopes, carriers, card, and any inserts.
35. Keep a record of any misfeeds that are removed from the machine. The number of misfeeds removed from the machine must be added to the number on the counter to obtain the total number of cards printed. The total should equal the number of good cards picked on the Making Cards window.
36. When the job has completed, the message, `Run ended by operator request` or `End of data` will display. Select the **OK** button to close the Finished Making Cards window.
37. Note on the log sheets the number of cards printed. The log sheets completed each day. The online copies must also be updated.
38. Fill out the First Class Mail Permit (300 minimum), in the following way:

    9205 INDIANA .0390 lbs. Each
39. Before shutting the system down, be sure that the drive light on the PC is not flashing. A flashing light means that the hard drive is in use. Select **1. Cards** and the sub-menu will display.
40. Select **4. Shutdown**. The System Shutdown window displays.
41. Click **OK.** The Desktop window displays.
42. Click **OK**. Wait until the window displays the following message:
    `Shutdown has completed. It is now safe to turn off the operator computer, or restart the system by pressing Ctrl + Alt + Delete.`
43. Turn off the Ultra Pac, the green illuminated switch on the back of the machine by the discharge tray. The printer and the Datacard machine may stay on at all times. Turn off the monitor. The main power switch can be turned off, however remember to use the main power switch and **not** the switch on the PC to turn the machine off completely.

Power Loss While Machine is in Use

1. Look at the number on the counter on the Ultra Pac. The operator will need this number to restart the job so the operator will not repeat the entire file.
2. Go to the job the operator was running. The operator may need to select it from the drop down box.
3. Split the job. The operator will start the next job at the number the operator had seen on the Ultra Pac counter. Don't run the first part of the job. These have already been run before the power loss. Check the output for any double cards. Destroy any double cards or carriers that the operator may get from the overlap in jobs.
4. Check to be sure that the D drive is still available to load the data. The operator may need to do a CHKDSK on the D drive to retrieve it.
   - Go to the OS/2 menu screen by pressing **Ctrl + ESC**. The operator will do this from the *Main Menu* screen (which has the menu across the top and the majority of the screen is one color, currently it is blue). The *Window List* screen will appear. Choose the *Central Issuance Systems – TOOLS – Icon View*. Select the PROG32 icon and the operator should get a DOS C: (prompt).
   - Try to change the C: to a D: by typing **cd d:** \ or **d:**
   - If the operator receives a D, then type **chkdsk /f**

- This will retrieve the D drive and the datafile folder the operator needs to load data.
- If the operator does not get a D: when trying to change the prompts, the operator will need to type the following at the C: **chkdsk d: /f**

  This will retrieve the datafile folder the operator needs to load data.

> *Note: If the operator is not comfortable or the operator feels that the procedure is not running smoothly, contact the Eligibility SE during business hours.*

Maintenance

For maintenance procedures of sensors, rollers, tracks, guides, pulleys, and other equipment, refer to the individual machine instruction guides for complete details.

Preventative Maintenance

The preventative maintenance items are tracked by the Datacard machine. When certain items are replaced, the Utilities Menu must be reset. For example, a message displays that the transfer corona unit must be changed. The transfer corona unit does not need to be replaced immediately. It can be changed when the current job is completed or at the end of the day. To change the transfer corona unit at the Utilities Menu complete the following procedures:

1. Select **Number 5**.
2. Select the **Module Diagnostics**.
3. Select **Laser Inserter**.
4. Select **Preventative Maintenance**. A list of items to choose from displays on the screen.
5. Click **Transfer Corona Unit**.
6. To reset the monitor, press **OK**.

Changing Foil Ribbon and Sticky Tape

The used foil ribbons are dated with the date they are replaced. The used ribbon should be placed in the plastic bag and brought to the systems administrative assistant. Refer to the instruction guide for complete details on changing the ribbon.

Section 14: Printing Procedures

Overview

The Xerox 4635 and DP-180 printers are attached to and controlled by a Xerox PC and controller box. Jobs are spooled to the PC from a SUN SPARC 10 workstation running a program called LPPlus. LPPlus UNIX box can spool more than 600 megabytes of information. An additional SUN SPARC 20 is also connected to the ethernet backbone, but has not been set up as part of the UNIX print services.

Postscript Print

Postscript conversion is used to convert documents or files to the postscript language and print font used by the Xerox print system. The postscript option is important for printing large documents or multiple documents. The manuals, letters, and bulletins for providers, users and operational departments, and training guides are created in Microsoft Word. The files printed with a postscript driver must be sent to the Xerox DP180 printer.

1. Logon to the LAN.
2. Double click on the Microsoft Word icon in Microsoft Windows.
3. Click **File**.
4. Click **Open** and select the file to be printed.
5. Click **File**.
6. Click **Print**.
7. Select **Xerox Postscript** as the printer name.
8. Click **OK**.

Printing Line Mode Jobs to Print Queue

The Indiana Title XIX print queue resides on a SUN UNIX SPARC 20 workstation known as DSIBSUN7. The queue is managed using a software package called LPPLUS. The queue is set up so that jobs from any system on the network can spool jobs to it in line mode. Most jobs being printed to the Xerox printers from the queue need to be sent in Xerox format known as Line Character Data Stream (LCDS). Getting a job to the printer from another UNIX box on the network only requires the use of the 'LP' command in UNIX.

The LP command has various parameters, which can be used to send job specific information to the print queue. The simplest and minimal required parameters are the printer name (-d) and the job name.

1. Login to the SUN box where the file needed to be printed resides.
2. Change directory on that box where file is located. Type **cd $PRODDIR/rpt**.
3. Issue the LP command to send the job to the LPPLUS queue. Type **lp –d dsibxpm1 prd01001.rpt.0001**.
4. A return message will notify the operator that the job was sent and its job number. The following is an example:

```
System dsibsun2.  UNAUTHORIZED USE IS PROHIBITED.
```

```
/home/dsibprod

1000 [dsibsun2:dsibprod] cd $PRODDIR/rpt

1003 [dsibsun2:dsibprod] lp -d dsibxpm1 prd01001.rpt.0705

request id is dsibxpm1-110 (1 file)
```

Note: The lp –d command requires an IP address and queue name of the system the operator wishes to print. Dsibxpm1 is an alias set up on the SUN boxes to send a job to SUN7(199.42.137.71) and the queue named XEROX. To print to the HoldQ on the DP180 (199.42.136.17), the operator would need to send the job using the following lp command,. ***lp –d 199.42.136.17:HoldQ Filename***

Submitting Re-occurring Jobs to the Print Queue

There are many jobs that are produced weekly or monthly that need to have some special processing steps completed before the job can be printed. These jobs have been scripted to accomplish those special tasks using shell scripts in UNIX. A special menu driven script was written to keep the organization of the other shell scripts as concise and easy to use as possible. This Operation Utility can have menu options added and delete.

Operations Utility Menu

1. Log onto dsibsun2.
2. Su dsibprod.
3. CD $PRODDIR/ops/job.
4. Execute the script: utility.

Each of these options will be explained in the section of this manual for their respective procedures. When each procedure is finished, a job will show up in the LPPLUS Print Queue.

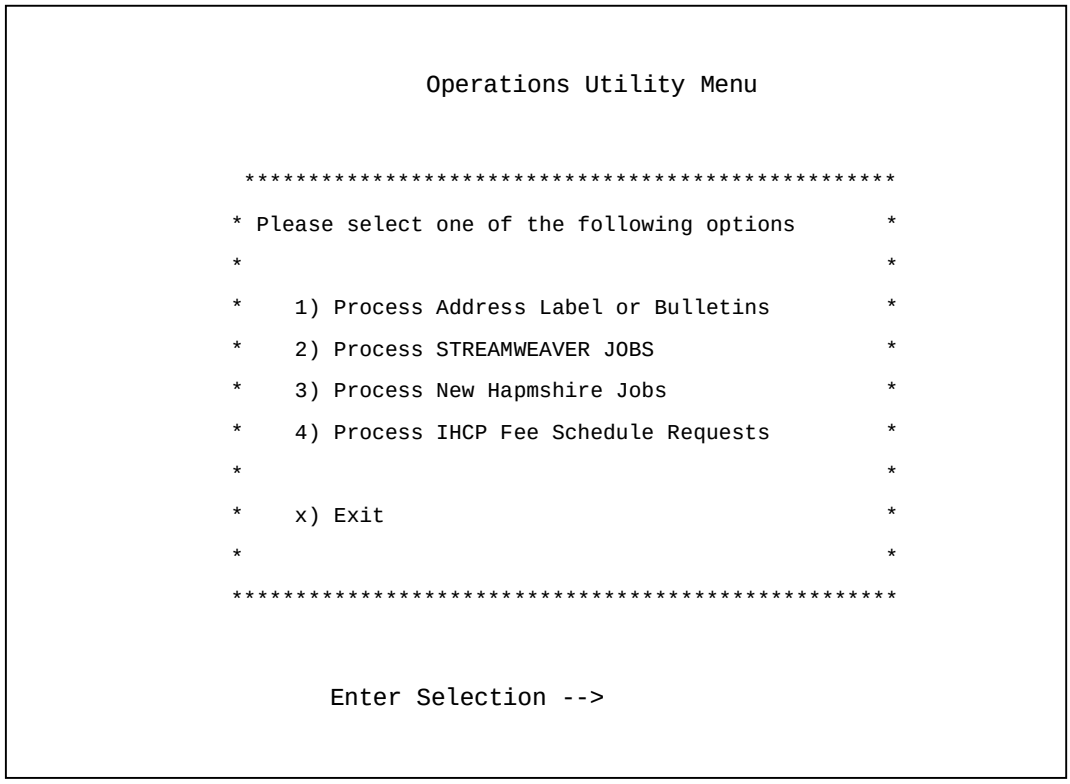

Figure 14.1 – Operations Utility Menu

1. Use this option when preparing the address file for bulletins, labels, or form letters. Follow the procedures written specifically for the bulletins.
2. This option produces the sub-menu below for processing those jobs, which require Streamweaver processing for splitting and postage certification.

```
        Operations Streamweaver Processing Menu

*********************************************************
* Please select one of the following options            *
*                                                       *
*    1) Pre- Process RBMC Enrollment Rosters(MGDJS005B) *
*    2) Pre- Process Admin Capitation Fee   (MGDJM003M) *
*    3) Pre- Process Indiana RA files                   *
*    4) Pre- Process TPL Monthly Letter (tpm00103.rpt)  *
*    5) Pre- Process PAU Letters        (pad00101.rpt)  *
*                                                       *
*    6) Post-Process RBMC Enrollment Rosters(MGDJS005B) *
*    7) Post-Process Admin Capitation Fee   (MGDJM003M) *
*    8) Post-Process Indiana RA Files                   *
*                                                       *
*    x)  Exit                                           *
*                                                       *
*********************************************************
```

Figure 14.2 – Operations Streamweaver Processing Menu

3. This option produces the sub-menu below for processing New Hampshire related print jobs.

```
          Operations N. H. Processing Menu

*******************************************************
* Please select one of the following options           *
*                                                      *
*    1) Process New Hampshire  RA file       (Weekly)  *
*    2) Process New Hampshire County Billing (Monthly) *
*    3) Process New Hampshire Chap Notices   (Monthly) *
*    4) Process New Hampshire N100 PA Notices(Annual)  *
*                                                      *
*    x)  Exit                                          *
*                                                      *
*******************************************************
```

Figure 14.3 – Operations New Hampshire Processing Menu

4. Select this option to Process the MaxFee Schedule for print.

Processing the PMP jobs through Streamweaver

Overview

A new process is implemented to use Streamweaver against the PMP files. This process improvement splits the PMP jobs by size to make the post processing more efficient and cost effective. The production jobs MGDJS405, MGDJS430, and MGDJM003 have been modified to stop sending the files to the SUN7 Queue. They are directed to the Blue-Server PC via FTP. Operations Requests will be notified by e-mail that these files have been transmitted. Follow the steps below to finish the processing of those files.

PMP Streamweaver Script

1. On the Blue Server PC, open the *C:\SWDATA\IN_PMP\CONTROL* folder.
2. Double-click the appropriate batch file to process the files identified in the e-mail.

   PMP0005B_1.bat

   PMP0003M_1.bat
3. When Streamweaver is finished, the operator will have files in the *C:\SWDATA\IN_PMP\CONTROL\OUT* folder. Each file will end with the same three characters as the batch file that ran to create them, for example 05B or 03M.

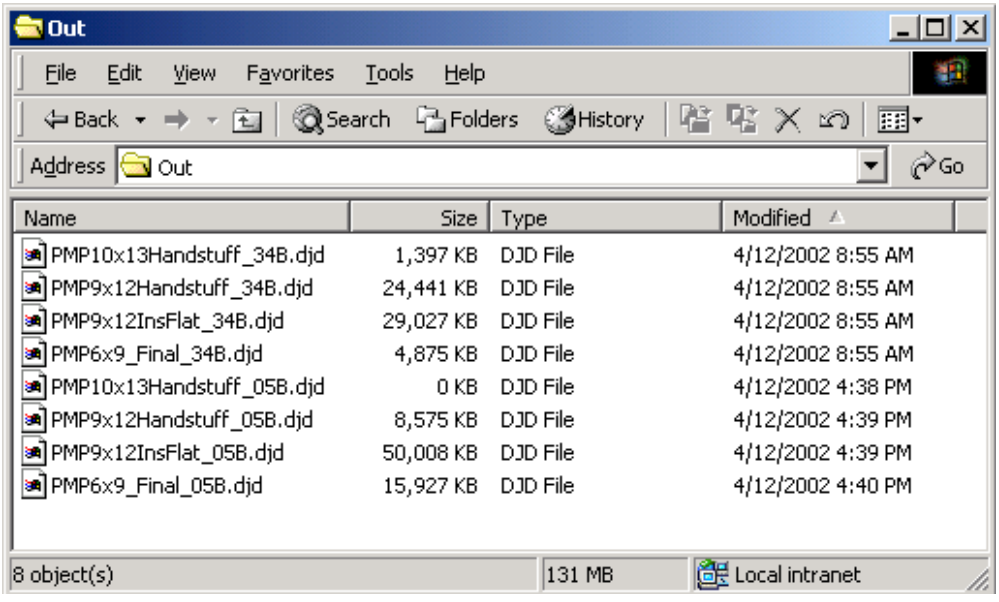

Figure 14.4 – Operations Out Screen

4. Verify the output to make sure the dates are correct. Delete any 0 byte files, for example, PMP10x13Handstuff_05B.djd above.

PMP Utility Menu Process

After Streamweaver finishes, the operator will need to use the utility menu to finish processing and send the files to print. To do this follow these steps:

1. Log onto DSIBSUN2.
2. su dsibprod.
3. cd $PRODDIR/ops/job.
4. execute the script: **utility.**

```
                    Operations Utility Menu


 ************************************************
* Please select one of the following options      *
*                                                 *
*    1)  Process Address Label or Bulletins       *
*    2)  Process STREAMWEAVER JOBS                *
*    3)  Process New Hapmshire Jobs               *
*    4)  Process IHCP Fee Schedule Requests       *
*                                                 *
*    x)  Exit                                     *
*                                                 *
************************************************
```

Figure 14.4 – Operations Utility Menu

5. Select Option 2 for Streamweaver Jobs.

```
        Operations Streamweaver Processing Menu


*********************************************************
* Please select one of the following options            *
*                                                       *
*    1) Pre- Process RBMC Enrollment Rosters(MGDJS005B) *
*    2) Pre- Process Admin Capitation Fee   (MGDJM003M) *
*    3) Pre- Process Indiana RA files                   *
*    4) Pre- Process TPL Monthly Letter (tpm00103.rpt)  *
*    5) Pre- Process PAU Letters        (pad00101.rpt)  *
*                                                       *
*    6) Post-Process RBMC Enrollment Rosters(MGDJS005B) *
*    7) Post-Process Admin Capitation Fee   (MGDJM003M) *
*    8) Post-Process Indiana RA Files                   *
*                                                       *
*    x)  Exit                                           *
*                                                       *
*********************************************************
```

Figure 14.5 – Operations Streamweaver Processing Menu

6. Select Options 6 or 7 depending on which PMP job was run in Streamweaver. It will FTP the files from Streamweaver to SUN2 and submit the jobs to print on SUN7.

LPSPLUS Spool

Overview

The LPPLUS spool program has an easy to use interface, that interprets many of the complex UNIX command into a usable GUI format. Figure 14.6 is a screen shot of the LPPLUS spool and some explanation of how to manipulate jobs on the spool. For further information about the uses of the LPPLUS software, refer to the *LPPLUS User Guide* in the operations library.

LPPLUS Spool Screen

```
                LP Plus  V3.2.0           ** Scheduler Active **
                  Page 1 of 1               ** Auto Update **
  User     Dest     Form   P Date  Time     Pages    Copy  Stat
'''''''' '''''''' '''''''' ' ''''' ''''' '''''''''''' ''''' '''''''
lp       XEROX    FMT6     Y 02/26 09:52    15/0      1/0   held
lp       XEROX    ASCII    Y 02/26 15:32     2/0      1/0   can
lp       XEROX    TAD1     Y 02/21 15:49    66/0      1/0   held
lp       XEROX    TAD1     Y 02/21 15:50    66/0      1/0   held
lp       XEROX    ASCII    Y 02/25 15:34   745/0      1/0   held
lp       XEROX    ASCII    Y 02/25 15:47  1145/0      1/0   held
lp       XEROX    ASCII    Y 02/26 13:26  1145/0      1/0   held
lp       X4635_2  FMT2B    N 02/05 13:26   386/386    3/7   prntd
lp       X4635_2  ASCII    N 02/23 01:13 56824/56824  1/1   prntd
lp       X4850_1  ASCII    N 02/23     104002/104002  1/1   prntd
lp       X4635_2  ASCII    N 02/23 01:41 99426/99426  1/1   prntd
```

Figure 14.6 – LPPLUS Spool Screen

Status Code Explanation

The following is a list of terms used for status codes:

- fpend - Waiting on the LPS to be online Processed or waiting for the proper form to be mounted.
- Spool - Job is coming over to LPPLUS spool from another system.
- activ - Job is sending to LPS.
- prnted - Job is done sending to LPS.
- intrpd - Job was interrupted by printer fault, or LPS abort.
- can - Job was canceled by user with LPSPLUS.
- ready - Job is set properly, but printer is not enabled on LPSPLUS.

Enable the Printer

1. Type **5** - Printers to pull up a list of printers attached to the spool.
2. Highlight the printer to enable (4635).
3. Type **e** for enable and confirm intentions.
4. Type **5** to toggle back to the Requests screen.

Mount the correct form

1. Highlight a job on the queue.
2. Type **M** for mount.
3. The user is prompted to mount form stock on the printer. Type **Y**.
4. The user is prompted to disable printer during mount. Type **N**.
5. Check to see if spool has sent any pages. If properly spooled, the pages for the job will have a number greater than *1* on the right side of the slash, such as*1000/20*.

To change a form on the Job (not used often)

1. Highlight the job.
2. Type **F** and type in the form type and line numbers.

To restart a job from the beginning

1. Highlight a job on the queue.
2. Type **O.** The job starts sending.

To cancel a job, highlight the job

1. Highlight a job on the queue.
2. Type **C**.
3. The system will prompt user to confirm intentions. Type **Y**.

To view a job

Many commands available on the LPPLUS system can only be utilized while the operator is in the job viewer. To enter the viewer:

1. Highlight the job on the queue.
2. Type **V**.

When the operator is viewing the job, the operator can use the commands at the bottom of the screen to navigate the job. These include:

- F1 or 1 to scroll down to the next page
- F2 or 2 to scroll up to the previous page
- F3 or 3 to scroll down the next 20 lines
- F4 or 4 to scroll up the previous 20 lines
- F5 or 5 for a list of commands while in the viewer:

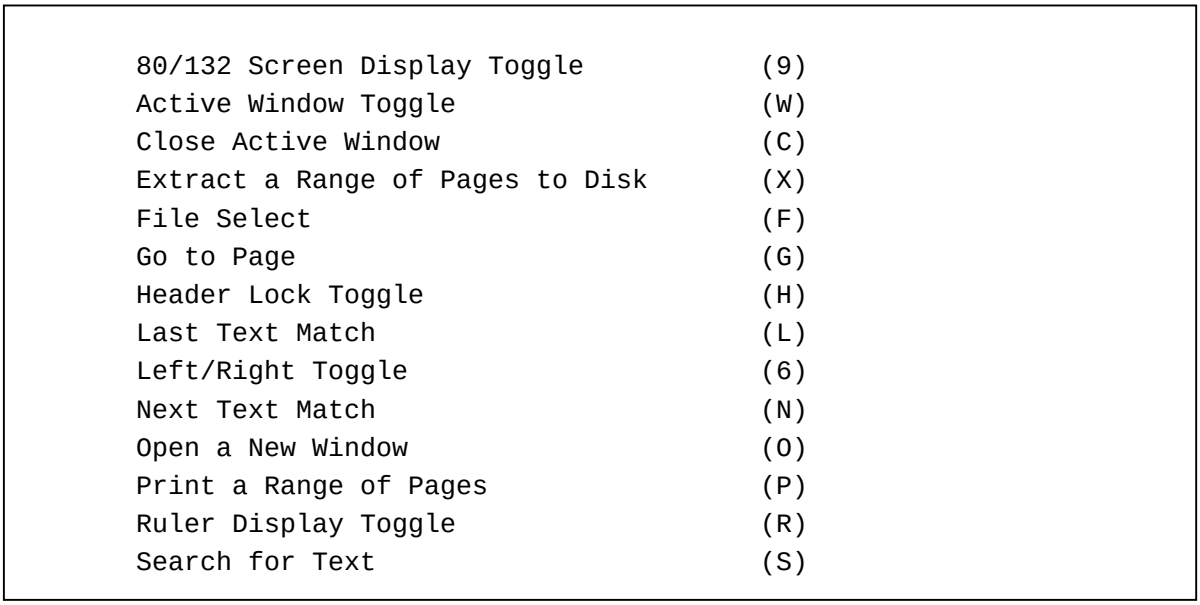

Figure 14.7 – Viewer Command List

Section 15: Report Sorting and Distribution

Overview

Liquidated damages are assessed for each report that is not distributed within the time constraints of the Title XIX contract. To minimize fines against EDS, Operations must be accountable for the hundreds of reports printed each day. Because operators work in shifts, the method of tracking reports needs to be consistent for all operators. The following list shows the various timetables that must be tracked:

- Daily
- Weekly
- Monthly and bimonthly
- Quarterly
- Biannually
- Annually

Daily Reports

Daily reports are generated at night and distributed to EDS by 8 a.m. the next morning.

Weekly and Weekend Reports

Weekly and weekend reports are generated from the financial cycle beginning Friday evening or Saturday morning. Weekly reports are delivered by 12 p.m. on the day following production. Due to the volume, weekly reports must be sorted and placed in the EDS and State staff mail boxes so the reports are not lost, thrown away, or destroyed. Although most weekly reports are printed before Monday morning, a few reports are not printed until mid-week. The weekly distribution reports listing must be held until the next listing is generated on Friday. This ensures that all reports printed are checked off, sorted, distributed, and accounted. Use the spaces at the bottom of the *Daily Packing List* for any reports printed mid-week that are not on the *Weekly Check-off Sheet*.

Monthly Reports

Monthly reports run according to the dates programmed in the *Autosys Script* files for execution. Monthly reports must be distributed no later than **five days** from the run date. The *Monthly Distribution Reports Listing* must be held until the last day of the month. This ensures that all reports printed are checked off, sorted, distributed, and accounted.

Quarterly Reports

Quarterly reports run according to the dates programmed in the *Autosys Script* files. Quarterly reports must be distributed no later than **five days** from the run date. The *Quarterly Distribution Reports Listing* must be held until the last day of the quarter. This ensures that all reports printed are checked off, sorted, distributed, and accounted. Use the blank spaces at the bottom of the *Daily Packing List* to show the quarterly reports being delivered to the State staff.

Report Distribution Changes and Additions

The following are the steps in initiating a change or addition to reports:

1. Receive the request from the account or the State.
2. Create a CSR for this request in *I:/csr/requests* and give it to the Systems team leader.
3. Save the CSR with the appropriate name as author so the request can be found in the approved folder for future reference.
4. Indicate originator so a copy goes back to the originator.
5. The CSR is assigned a number when the request is approved.
6. The Systems team leader assigns the CSR to an SE.
7. The SE updates the job script.

Section 16: Provider Remittance Advice/Checks

Overview

The following procedures are for processing remittance advice (RA) checks in Indiana*AIM*:

1. Check stock is stored in the 11th floor check vault room. Finance Unit staff and the Computer Operations Unit staff will have access by means of OMNI lock code and key.
2. The computer operator and accounting specialist verify beginning and ending check numbers against the log. Any discrepancies are noted and resolved. The appropriate management is notified.
3. The Computer Operations Unit store check stock in a locked cabinet in the print room. Only the Computer Operations Unit and Finance Unit staff have access to the cabinet.
4. Checks are removed from the cabinet when the computer operator is ready to print the checks. The checks are sealed in packages of 500. Only 500 checks are removed from the cabinet at one time.
5. When a package of checks is completed, the following steps are required:
   - The computer operator verifies the beginning check number against the last check in the printer to ensure sequence
   - The computer operator verifies last check printed to ensure alignment and that there are no print problems.
   - Adds a new package of checks to the input tray, under the last check still in the tray

> *Note: The Xerox printers stop printing before all check stock is exhausted from the input tray. It is extremely important that the computer operator place the new check stock **under** the check stock remaining in the tray.*

When all checks have printed, checks remaining in the printer must be removed. In addition, any checks remaining in the input tray and any checks still in the paper path must be removed. All unprinted check stock is returned to the cabinet and locked until the Finance Unit staff retrieves the check stock on Monday morning. At no time is any check stock left unattended or unsecured. If any discrepancies arise in check numbers, the computer operator should notify the accounting specialist immediately.

Processing RAs Through Streamweaver Application

Overview

The RA jobs are created during the weekly financial cycle starting on Friday night. The created RA files reside on DSIBSUN2 in the report directories. These files are concatenated together in job FINJW205 and FTP'd to the Streamweaver box (199.42.136.18). The LIEN checks are sent directly to the SUN7 queue for printing.

RA Streamweaver Script

When the jobs are FTP'd to Streamweaver by job FINJW205, Operations receives an e-mail and a page that they are ready for Streamweaver processing.

1. On the Blue-Server PC desktop, double click the icon to start the Streamweaver script. It is labeled “Indiana Streamweaver RA’s”.

2. When the Streamweaver process is over, the DOS window will disappear.

> *NOTE: If there are any errors, the screen will switch to RED and display **STOP!***
> *Contact a Streamweaver Programmer immediately to resolve the issue.*

RA process: Utility Menu

The operator can finish the process by running the Operations utility script on DSIBSUN2. Follow these steps to complete the process:

1. Log onto SUN2.
2. Su dsibprod.
3. Cd $PRODDIR/ops/job.
4. Enter **Utility**.

The Operations Utility menu displays.

```
                    Operations Utility Menu


 ************************************************
* Please select one of the following options     *
*                                                *
*    1)  Process Address Label or Bulletins      *
*    2)  Process STREAMWEAVER JOBS               *
*    3)  Process New Hapmshire Jobs              *
*    4)  Process IHCP Fee Schedule Requests      *
*                                                *
*    x)  Exit                                    *
*                                                *
************************************************
```

Figure 16.1 - Operations Utility Menu

5. Select option **2** from Streamweaver Jobs.

```
        Operations Streamweaver Processing Menu


*********************************************************
* Please select one of the following options            *
*                                                       *
*    1) Pre- Process RBMC Enrollment Rosters(MGDJS005B) *
*    2) Pre- Process Admin Capitation Fee   (MGDJM003M) *
*    3) Pre- Process Indiana RA files                   *
*                                                       *
*    4) Post-Process RBMC Enrollment Rosters(MGDJS005B) *
*    5) Post-Process Admin Capitation Fee   (MGDJM003M) *
*    6) Post-Process Indiana RA Files                   *
*                                                       *
*    x)  Exit                                           *
*                                                       *
```

Figure 16.2 – Operations Streamweaver Processing Menu

6. Select Options 6 to finish the RA process. This FTPs the files from Streamweaver back to SUN2 and submits the jobs to print on SUN7.

The files are now submitted to the SUN7 printer queue.

There are five files:

- The largest file is the check file.
- The file labeled P6X9 on the print queue is the 6 X 9 inserter file.
- There are two 9x12 inserter files.
- There is one hand stuff file.

Printing Remittance Advice Files Requiring Check Stock

Checks are printed as part of the total RA package. The capability of the Xerox printing system is maximized to define multiple form types. The auxiliary input tray is defined as the *check drawer*, and

trays 3 and 4 are used for three-hole 8.5 x 11-inch paper. The hand-stuffed files require blue paper in tray 1.

Check Handling and Printing

The Xerox print controls call for three-hole, plain paper for the name and address pages, the RA detail pages, and the *Claims Correction Forms* (CCF). When an electronic funds transfer (EFT) is printed, the Xerox control calls for the three-hole, plain paper and flashes the EFT image on the paper along with the provider payment information. When a check is printed, the Xerox controls direct the printer to pull the paper from the auxiliary tray containing the check stock.

The final result off the printer is a completed RA for each provider in the following order:

1. Name and address for the provider, includes post net bar code
2. Check or EFT as necessary
3. RA detail
4. CCF
5. Banner Page

It is important to note that the check stock is a preprinted form, complete with the *MICR* number and an external check number. An *internal* check number is printed and must match the external number. Periodic checks are performed to ensure the accuracy of the process throughout the entire check writing procedure.

RA Jam Clearance

The Xerox printers have an extensive paper path in terms of length and number of sheets of paper in the path at any given time. There can be as many as 14 sheets of paper in the path during the print process. If the printer or the mailing equipment becomes jammed, the printer stops printing and clears the paper path to the sample tray. If checks happen to be in the paper path, they are good checks, even though the printer does not consider them completed pages. However, the Xerox print system recognizes the pages that did not successfully print and, on restart, reprints all of the pages that were cleared to the sample tray. If checks are in the paper path and subsequently cleared to the sample tray, the printer prints them again, but on a separate physical check with a different external check number, causing all subsequent checks to be misprinted. Overriding the sample tray protects the process and forces a jam before the checks can be misprinted.

In this situation, the jam must be cleared completely, from back to front, making sure that all checks in the printer paper path at the time of the jam are removed. These checks are still good checks, a corresponding number of colored sheets of paper must be numbered by hand and placed in the check tray. When the printer is restarted, the colored sheets are pulled and printed as if they are checks. The RAs are intercepted before being placed in the envelope to verify that the actual check and the colored copy match. The colored copy is placed with the live check, and the check and the RA are inserted in the envelope. The colored copies are shredded. The 4635 printer has two high capacity output bins that each hold 3500 sheets of paper. If colored sheets are not inserted in place of the checks, a high volume of misprinted checks are misprinted before the bin trays reach the bottom of the bins.

> *Note: Operators printing RAs on the 4635 printer must **stop** the output after clearing any jam and verify that the internal and external check numbers match.*

Damaged Checks

During the printing process, checks are occasionally misprinted or damaged and are unusable. Damaged or misprinted checks must be locked in the check storage cabinet.

Respooling Check Segments

To locate the most current files generated by the cycle, log on DSIBSUN2 and SU DSIBPROD. Change the directory(cd) to $PRODDIR and issue the following command.

ls –ltr rpt??/fiw20?03.rpt.*

```
1002 [dsibsun2:dsibprod] ls -ltr rpt??/fiw20?03.rpt*

-rw-rw-r--   1 dsibprod dsibsep  35253893 Nov 23 08:11 rpt01/fiw20303.rpt.0413.Z

-rw-rw-r--   1 dsibprod dsibsep  101935674 Nov 30 03:22 rpt01/fiw20103.rpt.0412

-rw-rw-r--   1 dsibprod dsibsep  127113338 Nov 30 03:27 rpt01/fiw20203.rpt.0414

-rw-rw-r--   1 dsibprod dsibsep  139348170 Nov 30 03:36 rpt02/fiw20303.rpt.0414
```

The most current files are at the bottom of the list. Those files with a '.Z' at the end are compressed and may need uncompressed for processing.

Sometimes during the printing process, a set of check numbers must be respooled for print due to printer/print spool failures, or power outages. The process for respooling a set of check numbers is as follows:

1. Determine the *last* check/EFT number printed and which *Streamweaver file* that it is in. The files are located in $PRODDIR/tempda and are named:

`Check_Final.djd`	`Check file`
`NoPay6x9_Final.djd`	`6 x 9 inserter file`
`NoPay_912I_1Final.djd`	`9x12 inserter file 1-2oz`
`NoPay_912I_2Final.djd`	`9x12 inserter file 3-4oz`
`NoPay_912I_3Final.djd`	`9x12 inserter file 7-8oz`
`NoPay_HS_Final.djd`	`Manual Handstuff file`

2. Change to the directory the report is in: **cd $PRODDIR /tempda**.
3. If necessary, uncompress the filename.
4. Enter the following command to locate the check/EFT number within the RA file: **grep -n ######### file-name|more.** where ######### - equals the **full nine positions** of the check number, such as 003023666 **and** file name equals the name of the file, such as **Check_Final.djd .**

   This lists all rows with the check number preceded by the line number relative to the top of the file. Subtract 12 from the first line number displayed and write down the new number.

Subtracting 12 positions the user 12 lines before the check number within the file. The 12 lines include the data for the address sheet. An example of the screen output is shown below:

```
2361826: ^L 003223156   361826-12= 2361814<-----Write new line
number down (in bold above).
```

5. Type the following command to arrive at the correct location in the file:

   tail +##### file name|more

   where ##### is the line number recorded in the previous step.

   The results clear the screen and the top row is now a $$XEROX control record. A couple lines lower the following displays `"-- more--"`

6. Press the space bar seven times. The following displays `^L #########,` where ########' equals the check number being retrieved.
7. Press **Ctrl+C** to exit.
8. An example of the screen output is provided below:

```
$$XEROOX
        FORMAT=P7,FORMS=NONE,FEED=MAIN,SHIFT=YES,SIDE=(NUFRON
        T,NOFFSET),FONTINDEX=0,DATA=(1,180),END;
 ^L1
 ^L2*MOORE*
 ^L3WHITING DENTAL CENTER
 31332 119TH STREET
 3
 3WHITING        IN 46394 0000
 ^L4*4639400004*
 ^L$$XEROX
 FORMAT=P9,FORMS=EDSCHK,FEED=AUX,DATA=(1,180),SHIFT=NO,END;
    191 DOLLARS AND 71 CENTS
 ^L 11/28/95
 ^L 003223156
 --More--
```

9. Type in the following command to create a new file starting at the RA found in step 5:
   - **tail +##### file name > new file name**, where ###### is the same number entered on the tail command in step 5.

   This command produces a new print file by reading the old file and skipping the number of records specified in the **+#####** parm.

10. Make the filename recognizable by all operators, for instance, **$PRODDIR/tempda01/ra_respool_01012003.txt.**

    > *Note: To save space, please route the version of the file to the $PRODDIR/tempda directory.*

11. Type the following command:
    - **tail +2361815 fiw20203.rpt.0011 > $PRODDIR/tempda01/ ra_respool_01012003.txt**
12. The new file must be spooled. To accomplish this type this command:
    - **lp –d dsibxpm1 $PRODDIR/tempda01/ ra_respool_01012003.txt**

Huntington Bank Transfers

On Mondays, the following information is needed from the fiw25001.dat and check file. The following is the process to obtain the required information:

1. Telnet to DSIBSUN5 to check the file.
2. Login to DSIBSUN5.
3. Type password.
4. Type **cd opt/home/dsibecs$ cd /ecs/huntbank/dnld.**

- List out the file.
  - 133 dsibsun5 /ecs/huntbank/dnld$ **l**
  - total 70
  - -rw-rw-r--1 dsibmecs dsibops 35815 Sept 5 03:19 fiw25001.dat
  - -rw-rw-r--1 dsibmecs dsibops 454005 sept 5 08:45 fiw30001.dat
- Run the following script, call Huntington Bank, and relay the following information:
  - **133 DSIBSUN5 /ecs/huntbank/dnld$ hunt_eft.sh**
- The following is for the */opt/home/ecs/huntbank/dnld/fiw25001.dat* file. Please call Huntington Bank and provide them the following information:
  - Company name, EDS
  - Debit amount
  - Item count (EFT active and pre-notifications)
  - Name and number of the operator placing the call
- Enter the information in the EFT Log. An example of the log entries required is provided in Figure 16.3.

Date	Time	Item Count	Debit Amount	Operator

Figure 16.3 – EFT Log

- View the fiw30001.dat file to get information
  - **133 DSIBSUN5 /ecs/huntbank/dnld$ vi fiw30001.dat**
- After the file is opened press **Shift+G** to go to the end of the file. Count over to the appropriate places to obtain the necessary information. The information should include the following items:
  - Total number of checks (11 - 18)
  - Total dollar amount of checks (19 - 30)
  - Total number of voids
  - Total dollar amount of voids
- After the information is obtained, type **:q!** to exit the file. The user must **exit** the file.
- The information must be entered in the Check Issuance File. Figure 16.4 is an example of the Check Issuance File.

EDS INDY 2	
Date ___ / ___ / ___	
Total number of checks	_____
Total dollar amount of checks	_____
Total number of voids	_____
Total dollar amount of voids	_____
Name of the operator	_____
Number of the operator	(317/488-5105 or 488-5106)
Note: If the check file information transmitted does not equal the information above, please call operations immediately. Thank the operator for the operator cooperation!	

Figure 16.4 – Check Issuance File

- Fax this information to:

  FAX Number: (614) -331-7145
  Attn: Rita Qurshi

- After the information has been faxed, retrieve the confirmation slip and attach it to the faxed information and return it to the EFT *yellow* logbook.

Verify through CRLD the dollar amounts on both files. The information needed is located in *fiw-6005-W*, which is the check register, and the *fiw-6006-W*, which is the EFT listing. The information must also contain the date the job for the reports ran. To calculate the total dollar amount for the *Check* file, add the manual and system check totals.

Call the Huntington Bank Computer Operations Department to verify transmittal of the EFT and check files. The telephone number is (614) 331-8412. The file names are EDS INDY for the EFT file and EDS INDY 2 for the check file.

After a successful transmission, the Huntington ACH Department must be contacted to verify the EFT file information, debit amount, and item count. The telephone number is either 1-800-356-3380 or (614) 331-8152.

Section 17: EOP Tape Processing

Overview

The explanation of payment (EOP) files will automatically copy from dsibsun2 to dsibsun5 on Sunday afternoons.

When listing the EOPs, that the operator must check for the correct Julian date (Tuesday of each week). If the date is incorrect, the operator should make sure that the financial cycle is complete. If the cycle was late, it may have finished after the job that copies the files on Sundays, and it would show the previous week's files. If there is a problem, the operator should contact the on-call SA during **regular business** hours.

First, the operator needs to print the list of EOP tapes to be created for the week.

To start the Operations Electronic Media Menu, on **DSIBSUN5**, type **ecsmenu**.

Print EOP List

The following screens provide a guide through the EOP list printing.

First screen

```
          Operations Electronic Media Menu

      *******************************************
      * Please select one of the following options          *
*                                                   *
      *    1)  Read 9-track tapes                           *
      *    2)  FDUMP                                        *
      *    3)  List of Weekly EOP's                         *
      *    4)  Create EOP tapes                             *
      *                                                     *
      *    x)  Exit                                         *
      *                                                     *
      *******************************************
```

Figure 17.1 – Operations Electronic Media Menu

Second screen

The operator must verify that the list shows the correct Julian date (the Tuesday RA date).

```
The following is a list of all RA files in /ecs/eops/tape:
-rw-rw-r--  1 root    other    104814 Jun 17 14:58 x510pira.166
-rw-rw-r--  1 root    other     73953 Jun 17 14:58 0554pira.166
-rw-rw-r--  1 root    other     45684 Jun 17 14:58 2206pira.166
-rw-rw-r--  1 root    other     43560 Jun 16 16:32 121trxra.166
-rw-rw----  1 root    other        14 Jun 17 15:00 1322rxra.123

Would you like the RA list printed? (y/n) y
```

Figure 17.2 – Second Screen Options

Third screen

```
Printer Choices

   1) Systems (dsib101038)
   2) Systems (dsib10248)
   3) Tech Support (4si)

Enter a number from the menu: 2
```

Figure 17.3 – Third Screen Options

Fourth screen:

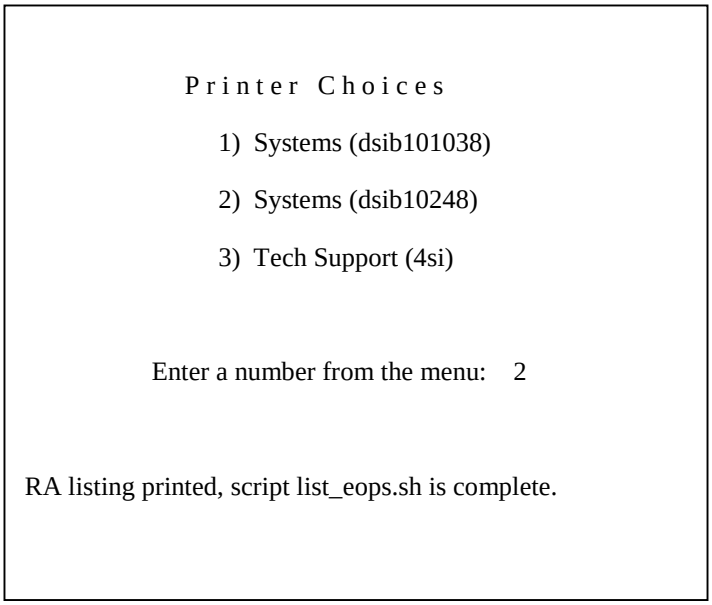

Figure 17.4 – Fourth Screen Options

Electronic RA/3480 EOP Tapes Transfer

The following instructions are for creating 3480 EOP tapes:

1. Load 3480 tape(s) into drive **7** or **8**. Make sure that they are **not** write-protected, and write down the volser number(s) in order to use them later in the process. Remember drive 8 is not always working. If drive 8 cannot be written to, use drive 7.
2. Telnet to **DSIBSUN3** and log on.
3. su to dsibprod:

```
131 [marstrp@dsibsun3] su dsibprod
```

```
Password:

Use of this Network is restricted to authorized users.  User activity
is monitored and recorded by system personnel.  Anyone using this
Network expressly consents to such monitoring and recording.  BE
ADVISED, if possible criminal activity is detected, system records,
along with certain personal information, may be provided to law
enforcement officials.

System dsibsun3. UNAUTHORIZED USE IS PROHIBITED.

304 [dsibsun3:dsibprod]
```

Figure 17.7 – Telnet Screen Display

4. Type **3480menu**, and the following screen will appear:

```
304 [dsibsun3:dsibprod] 3480menu
```

```
Operations Electronic Media Menu
************************************************
Please select one of the following options:
1) Read 3480 tapes
2) List of Weekly 3480 EOPs
3) Create 3480 EOP Tapes
x) Exit 3480 Menu
************************************************
```

Figure 17.8 – Operations Electronic Media Menu Display

5. Print the list of EOPs to be created for that week, choose option number **2**.

```
Operations Electronic Media Menu
************************************************
Please select one of the following options:
1) Read 3480 tapes
2) List of Weekly 3480 EOPs
3) Create 3480 EOP Tapes
x) Exit 3480 Menu
************************************************
```

Figure 17.9 – Operations Electronic Media Menu Display

The following is a list of all EOP files in /export/customer/dsib/prod/tmpops/3480_eops

```
-rw-rw-r--   1 dsibprod dsibsep   18429576 Jan 20 13:42 1322rxra.018
-rw-rw-r--   1 dsibprod dsibsep    3519648 Jan 20 13:42 005trxra.018
-rw-rw-r--   1 dsibprod dsibsep    2308944 Jan 20 13:42 106trxra.018
-rw-rw-r--   1 dsibprod dsibsep     844536 Jan 20 13:42 1603rxra.018
-rw-rw-r--   1 dsibprod dsibsep     330264 Jan 20 13:42 116trxra.018
-rw-rw-r--   1 dsibprod dsibsep      16632 Jan 20 13:42 ca02rxra.018
```

6. A prompt will ask if the operator wants to print the list of EOPs. Type **n** for no print out, or type **y** for a print out. It will ask the operator which printer the operator wants to use. If no is selected, the screen will look like this:

```
Would the operator like the EOP list printed? (y/n) n

/opt/utils/job/list_eops.sh script complete
```

7. Press **Enter** to return to the main menu.

   Press **Enter** to exit script and the main menu appears.

The following are instructions to create the EOPs:

1. To create the EOP tape, enter **3**.

```
Enter Selection --> 3
```

2. Enter the **EOP sender ID** for example 119T=**106t**.
3. Enter the **EOP type**, for example, RX or PI: (RX= Block size of 2640 and a label size of 264, PI = Block size of 800 and a label size of 80).
4. Enter the **Julian date** for the EOP, for example, *EOP RA Julian date 103=**018.***
5. The screen will now display what the operator has entered (it will ask for the volser later).

```
The operator has submitted the following information for EOP tape
create:

/opt/utils/job/unix_eop.sh will ask for tape volser later

Sender ID is 106T

EOP type is RXRA

EOP (Julian) date is 018

EOP blocksize (BLKSIZE) is 02640

EOP logical record length (LRECL) is 00264
```

6. A prompt will ask if the information is correct.

   ```
   Is the above EOP information correct? (y/n).
   ```

7. If it is correct, type **Y**, if not type **N** and start again.

   ```
   Is the above EOP information correct? (y/n): Y
   ```

8. The menu for creating the tape appears, and the operator will need to choose the drive and the compression for the tape. Because the EOPs should **not** be compressed, choose option 1 or 3. Remember drive 8 is not always working. It will then rewind the tape.

```
Tape Drive Options

1) 7mn (medium drive)

2) 7cn (compress drive)

3) 8mn (medium drive)

4) 8cn (compress drive)

Enter a number from the menu 1
```

Figure 17.10 – Tape Drive Options Display

9. Next, the screen indicates where the report will be created for the tape that is being made:

   ```
   Writing 3480 EOP data file for sender ID 106T to tape
   ```

   The tape report is:
   `/export/customer/dsib/prod/logs/tape.report.01201559`

10. A prompt will ask the operator to insert the tape and press **Enter**.

    ```
    Insert Tape. Press Enter when Ready:
    ```

11. Enter the volser number that is on the tape.

    ```
    Enter VOLSER: 123456
    ```

12. The information is displayed and the tape is rewound.

Command line parameters:

```
Input file: /export/customer/dsib/prod/tmpops/3480_eops/106trxra.018

Output destination: /dev/rmt/7mn
```

Output filename: [106TRXRA.018] [106TRXRA.018]

Block size: 2640

Record length: 264

Comment:

Jobname:

Block Attribute:

Verbose: TRUE

Header: TRUE

Sequence number: 1

Conversion Type: ebcdic

System date is: [00020]

VOL1: [VOL1123456]

```
HDR1: [HDR1106TRXRA.018  123456000100010000   0002000000000000IBM
OS/VS 370]
HDR2: [HDR2F026400026400TAPE-JOB/TAPESTEP  R]
**************************************************
2308944 bytes written.
**************************************************
After writing data segment
EOF1: [EOF1106TRXRA.018  123456000100010000   0020000000000875IBM
OS/VS 370]
EOF2: [EOF2F026400026400TAPE-JOB/TAPESTEP    R]
rewinding  EOP tape
It will then show the tape header so you can verify the info:
Dumping the EOP tape header to verify correct information
DUMP of the Tape header
VOLSER mounted: 123456 make sure this is correct
Data Set Name is: 106TRXRA.018 make sure this is correct
Volume Sequence number: 0001
Dataset Sequence number: 0001
Creation date: 00020
Record format: F
Block Size: 02640 make sure this is correct
```

Figure 17.11 – Tape Drive Options Display

13. Next, press **Enter** to dump the first record on the tape.

```
Please press Enter to dump the first record.
```

```
FILE=/tmp/data_rec.18862

RECORD=1        LENGTH=264      BYTEOFFSET=0


0000 31202020 20202031 30365430 30303138  +1 106T00018 + → sender id
and EOP date
0010 454c4543 54524f4e 49432044 41544120 +ELECTRONIC DATA +

0020 53595354 454d5320 20393530 204e2e20 +SYSTEMS 950 N. +

0030 4d455249 4449414e 2053542e 20494e44 +MERIDIAN ST. IND +

0040 49414e41 504f4c49 532c2049 4e202020 +IANAPOLIS, IN +

0050 20343632 30343830 30333436 33383139 + 462048003463819 +

0060 30313134 30302020 20202020 20202020 +011400 +

0070 20202020 20202020 20202020 20202020 + +

0080 20202020 20202020 20202020 20202020 + +

0090 20202020 20202020 20202020 20202020 + +

00a0 20202020 20202020 20202020 20202020 + +

00b0 20202020 20202020 20202020 20202020 + +

00c0 20202020 20202020 20202020 20202020 + +

00d0 20202020 20202020 20202020 20202020 + +

00e0 20202020 20202020 20202020 20202020 + +

00f0 20202020 20202020 20202020 20202020 +

0100 20202020 2020200a ........ ........ + .......+
```

Figure 17.12 – Tape Drive Options Display

In steps 14 and 15, the operator is looking for the volser number, the block size, the record length, the sender ID, EOP Julian date, address, and if anything looks out of the ordinary.

14. Press **Enter** to exit the script and return to the main menu. Type **3** for another EOP tape, or type **x** to exit out of the script:
15. Press **Enter** to exit script:

```
Operations Electronic Media Menu
************************************************

Please select one of the following options:

1) Read 3480 tapes

2) List of Weekly 3480 EOPs

3) Create 3480 EOP Tapes

x) Exit 3480 Menu
************************************************
```

Figure 17.13 – Operations Electronic Media Menu Display

EOP Tape Recreates

1. Logon on to DSIBSUN2.

su to **dsibprod**

265 [marstrp@dsibsun2] **su dsibprod**

Password:

Use of this Network is restricted to authorized users. User activity is monitored and recorded by system personnel. Anyone using this Network expressly consents to such monitoring and recording. BE ADVISED, if possible criminal activity is detected, system records, along with certain personal information, may be provided to law enforcement officials.

System dsibsun2. UNAUTHORIZED USE IS PROHIBITED.

/home/dsibprod

Figure 17.14 – DSIBSUN2 Login Screen

*Note: If the EOP file is compressed STILL enter the four-digit generation number, the script will uncompress the file automatically. When asked for the EOP recreate date, it will be the Tuesday date of the original EOP (in MM/DD/CCYY format). For example: Marcia asks for a recreate from 11/23/99, that is the Tuesday day but the file was created on 11/21. Notice that the year DOES have a default value of the current year, to use the default date, just press **Enter**. If the year is NOT current, enter that year.*

2. Type **recreate_eops.sh**.

```
335 [dsibsun2:dsibprod] recreate_eops.sh
```

3. Enter the sender id.

EOP Re-create Process

1. Enter the EOP sender ID to be re-created (for example: 119T): **005t**
2. Next, the screen will indicate the tape is a 3480 cartridge and ask the operator to enter the four-digit generation number. *(Do not type the .Z, just the gen number).*

```
Sender ID 005t is a cartridge '(3480)' tape,
-rw-rw-r--   1 dsibprod dsibsep     3392400 Jan 22 02:56 005trxra.dat.0280
-rw-rw-r--   1 dsibprod dsibsep      361085 Jan 15 02:40 005trxra.dat.0279.Z
-rw-rw-r--   1 dsibprod dsibsep      407835 Jan 8 05:30 005trxra.dat.0278.Z
-rw-rw-r--   1 dsibprod dsibsep      422743 Dec 31 01:42 005trxra.dat.0277.Z
-rw-rw-r--   1 dsibprod dsibsep      394103 Dec 25 03:01 005trxra.dat.0276.Z
-rw-rw-r--   1 dsibprod dsibsep      427178 Dec 20 12:11 005trxra.355.Z
-rw-rw-r--   1 dsibprod dsibsep      389113 Dec 18 06:55 005trxra.dat.0275.Z
-rw-rw-r--   1 dsibprod dsibsep      471923 Dec 11 02:58 005trxra.dat.0274.Z
-rw-rw-r--   1 dsibprod dsibsep      591393 Dec 4 02:50 005trxra.dat.0273.Z
-rw-rw-r--   1 dsibprod dsibsep      91659 Nov 27 05:04 005trxra.dat.0272.Z
-rw-rw-r--   1 dsibprod dsibsep      329123 Nov 20 02:31 005trxra.dat.0271.Z
```

6. Enter the four-digit generation number for sender 005t (for example: 0287): **0280.**
7. Enter the **EOP date** to convert to the Julian date.
8. Input the (re-create) EOP date to convert to a Julian date.
9. Enter the month of the EOP re-create (for example: 6): **1**.
10. Enter the day (Tuesday date) of the EOP re-create (for example: 23): **25**.
11. Enter the year of the EOP recreate (default: **2000**):
12. Two options will verify if the date is correct:

```
You have entered an EOP date of 1/25/2000

Is this correct?

        1)  Yes 1/25/2000, is correct.

        2)  No  1/25/2000, is incorrect.
```

Figure 17.15 – EOP Display Screen

13. If the operator chooses option 2 it will display:

```
Process unsuccessful!

Incorrect EOP date, exiting /opt/utils/job/recreate_eops.sh script!

336 [dsibsun2:dsibprod]
```

a) If the operator chooses option 1, the following will display:

```
Sending EOP file 005trxra.dat.0280 to dsibsun3_fddi


EOP file 005trxra.dat.0280 has been copied from dsibsun2 to dsibsun3_fddi.

File 005trxra.dat.0280 has been renamed to 005trxra.025.


**********************************************************************

* EOP Retrieval Process Complete at Thu Jan 27 14:57:59 EST 2000! *

**********************************************************************

338 [dsibsun2:dsibprod]
```

Figure 17.16 – EOP Display Screen

* When the above retrieval process is complete, the operator will need to follow the *Creating 3480 EOP Tapes* procedures recreate the tape requested.

9-track EOP Restores from 8mm Tape

The ECS helpdesk may ask to have RA and ECS files recreated. If the file is no longer on sun5, use the following instructions to restore the appropriate file. If the request is for an EOP file, follow the *Recreating EOP Tapes* procedures. For 3480 recreates that are on SUN3, follow the current procedures. If the file is not there, contact the SAs to have the file put back out to be restored. The tapes that the operator will be restoring from the run on DSIBSUN0, at 2 a.m. every morning. These tapes are maintained by the SAs, and are kept in the wiring room, on top of the bookcase, in a small black tape library. The tapes are labeled ECS and EOP backup. The dates of when they were loaded and removed from DSIBSUN0 and the tape number listed on the label, for example 035.

When the operator is restoring the files, the operator must choose the exact file that is needed. For example, 403m1953.193, the 403m is the sender id, 1953 is the time the file was created, and 193 represents for the Julian date.

To convert the Julian date to a calendar date, use the following script, type **d2jjj.sh**. Choose option number 3. The operator must choose the directory that the file is in. The operator will restore to the /tempda directory. If the operator restores back to where the file was originally located, the operator may run out of space, or overwrite a file.

1. Log on to DSIBSUN5 with the operatorr id and password.
2. Type: **export DISPLAY=dsibsun5:0**.

```
rootops networker&
```

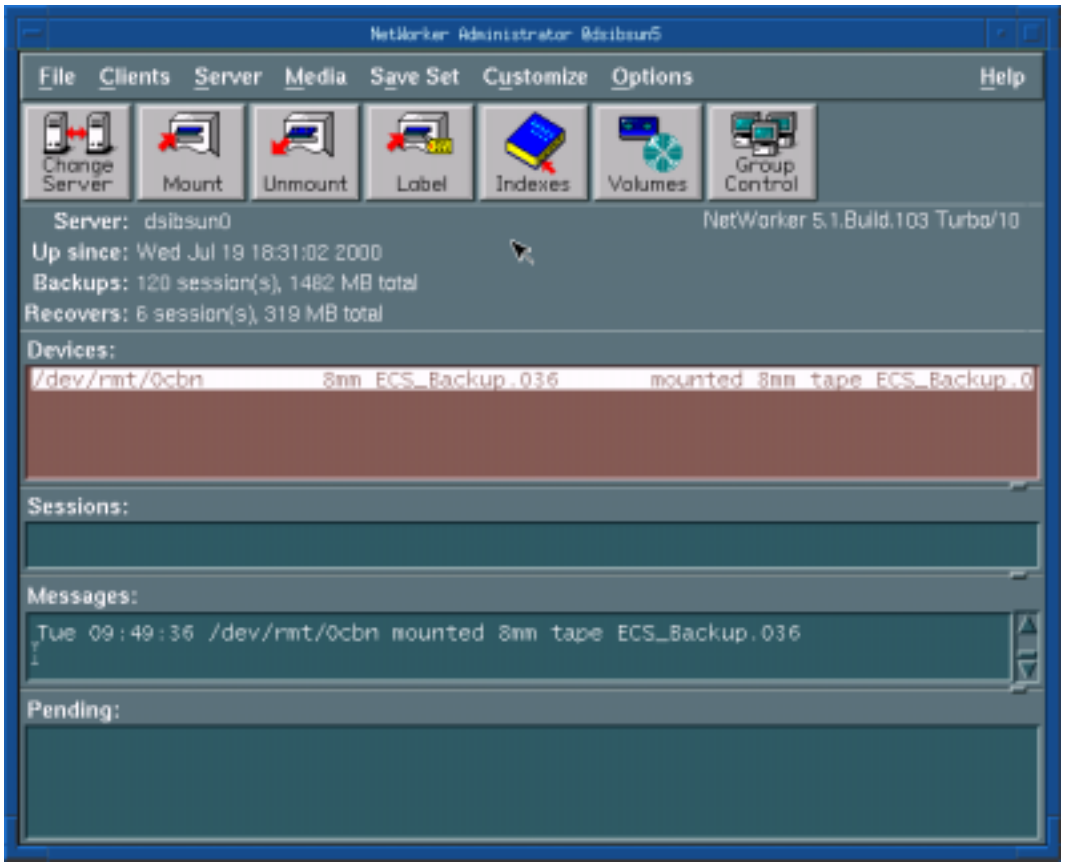

Figure 17.17 – Networker Administrator Screen

3. The Networker application will appear.

Note: This displays on DSIBSUN5.

4. A message similar to the following may be displayed during the telnet session:

```
191 dsibsun5 /home/melanjm$ export DISPLAY=dsibp050:0
192 dsibsun5 /home/melanjm$ rootops networker&
[1]     5705
193 dsibsun5 /home/melanjm$ networker: Warning - extra servers registered (dsibs
un0, dsibsun0_fddi)
networker: Using dsibsun0 as server for dsibsun5
```

Figure 17.18 – Telenet Message Display

5. Press **Enter** to get the cursor back.
6. Find the correct tape from to which to restore.

> *Note: For an ECS claim restore, use the date that the ECS helpdesk person gave the operator, or if doing an EOP restore, use the Tuesday date. The operator may have to go back a couple of days to find the file the operator needs, because the jobs run on the weekend.*

7. Click **Save set,** then click **Recover**.

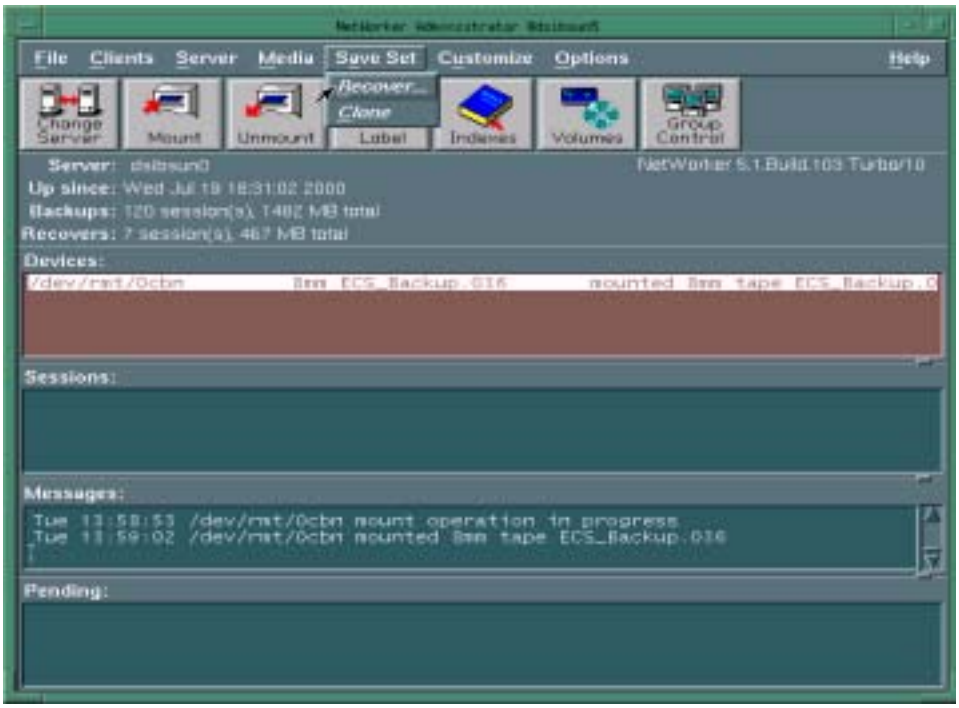

Figure 17.19 – Network Administrator Screen

8. Choose the DSIBSUN5 client by clicking the down triangle and then clicking DSIBSUN5.

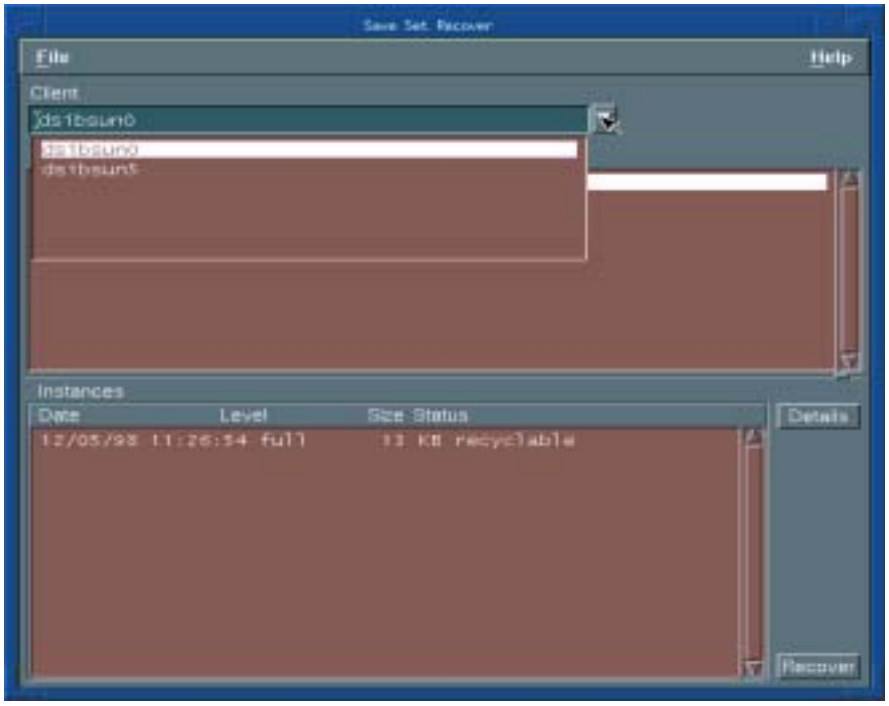

Figure 17.20 – Save Set Recover Screen

9. A screen similar to Figure 17.21 will display

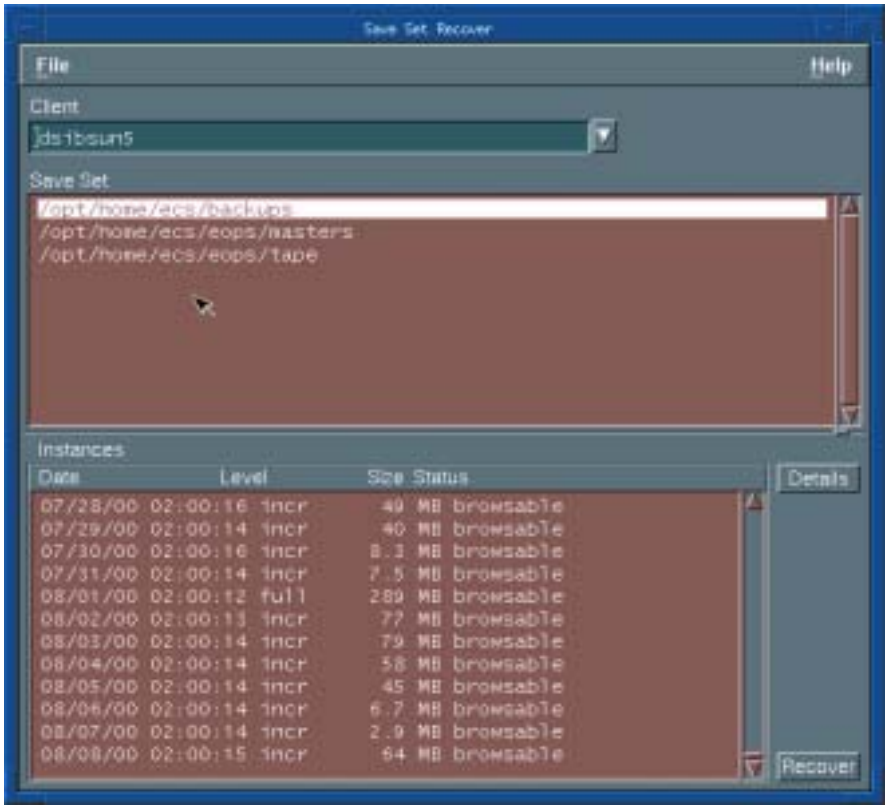

Figure 17.21 – Save Set Recover Screen

10. Choose a save set for the type of file that is being restored.

- 9-track RA files are in */opt/home/ecs/eops/tape/filename*
- ECS RA files are in */opt/home/ecs/eops/masters/filename*
- Claim files are in */opt/home/ecs/backups/<asyn...uucp...t1u1…etc.…>/filename*

> *Note: Claim files can be in any of the directories that are shown above located in the backup directory on dsibsun5.*

11. In the Save Set box, click the correct type being restored.
12. Choose the date of the file to be restored. In the Instances window, use the slider bar on the right side to find the file.
13. Click the date.

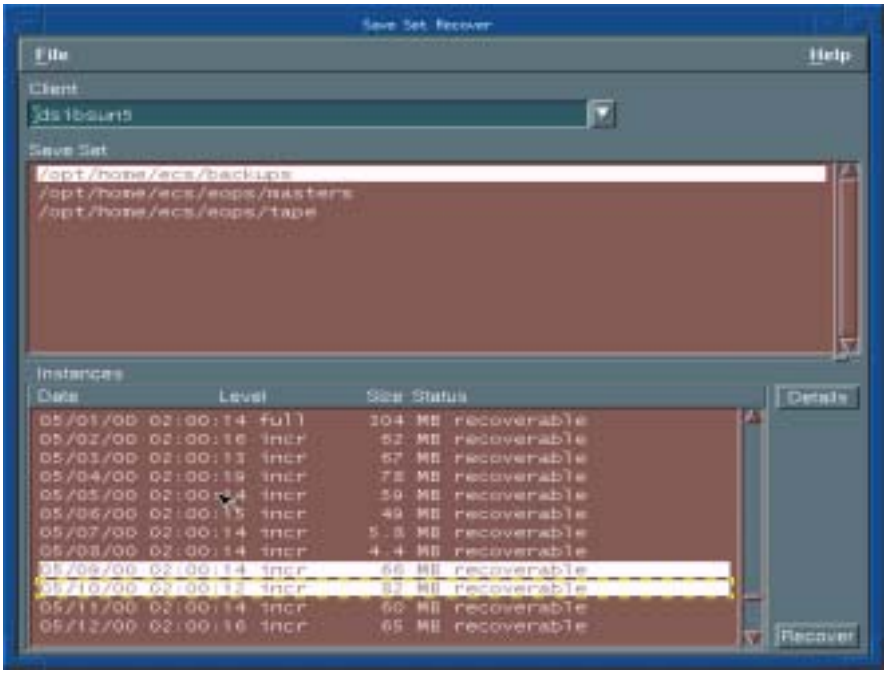

Figure 17.22 – Save Set Recover Screen

14. Click on **Details** to find the tape. A screen will appear with the tape number that needs to put in DSIBSUN0.

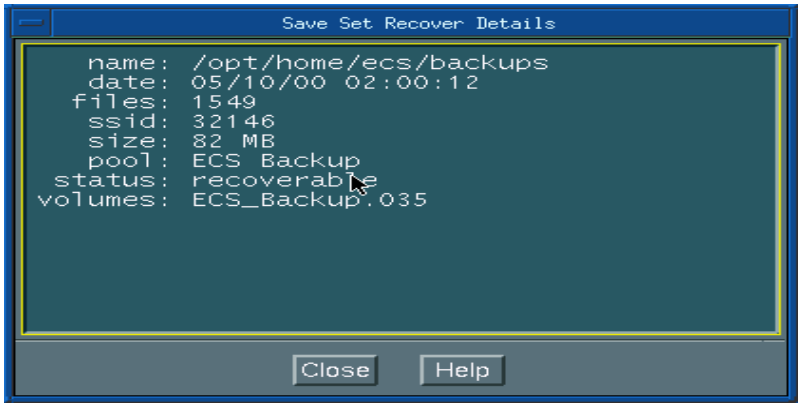

Figure 17.23 – Save Set Recover Details Screen

15. If the date is on the current tape, do not load a new tape. The tape is unloaded. Write protect it.
16. Click **Close** to close the Save Set Recover Details Box.

To load a previous tape or to use the currently loaded tape, telenet to dsinsun0. The following steps explain this process.

1. Log on as dsiboper on DSIBSUN0.
2. Type password.

```
export DISPLAY=dsibsun5:0
```

3. Then type **networker&**.

The Networker application will appear with @dsibsun0 at the top of the screen.

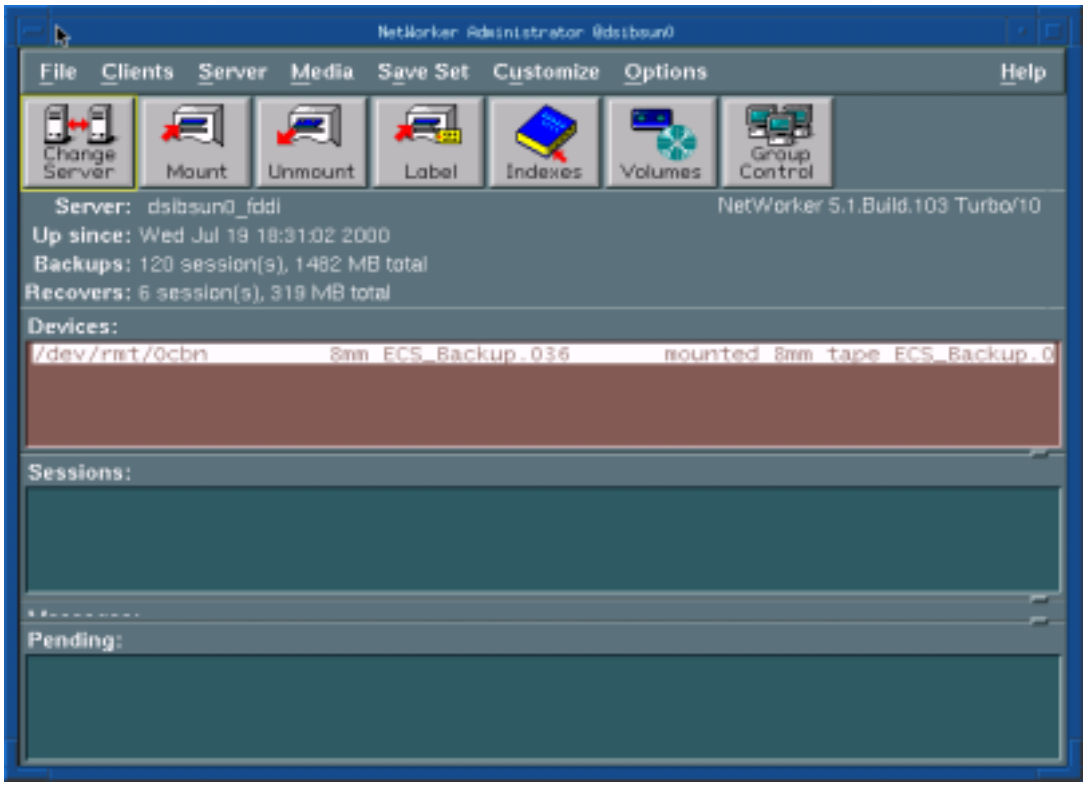

Figure 17.24 – Network Administrator Screen

4. Click **Unmount** to unload the tape.

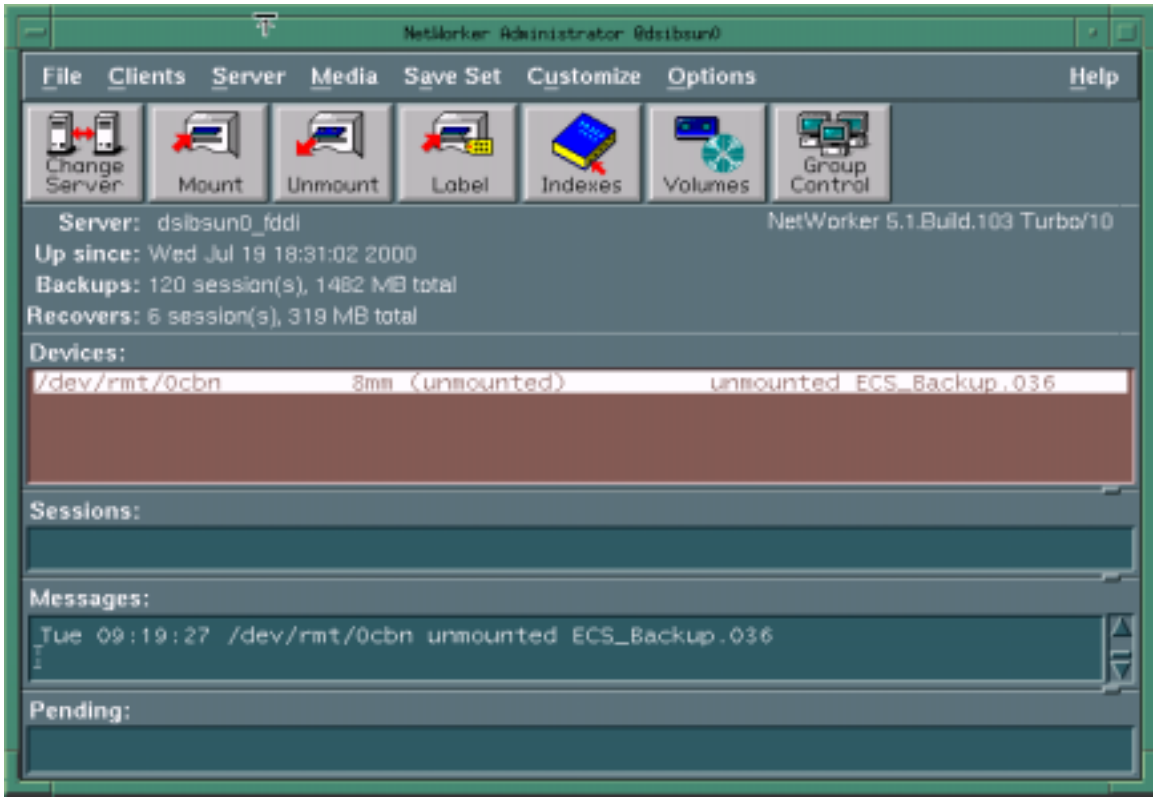

Figure 17.25 – Network Administrator Screen

5. Eject the current tape out of the drive on dsibsun0.

> *Note: If the operator is going to use the same tape, write protect the tape (slide the red tab to the left on the face of the tape) and insert it back in the tape drive.*

6. Locate the volume, write protect it, and insert it into the tape drive. The tapes are in the wiring room. When the green light stays on, it is ready to be mounted.
7. Click **Mount** to mount the tape.

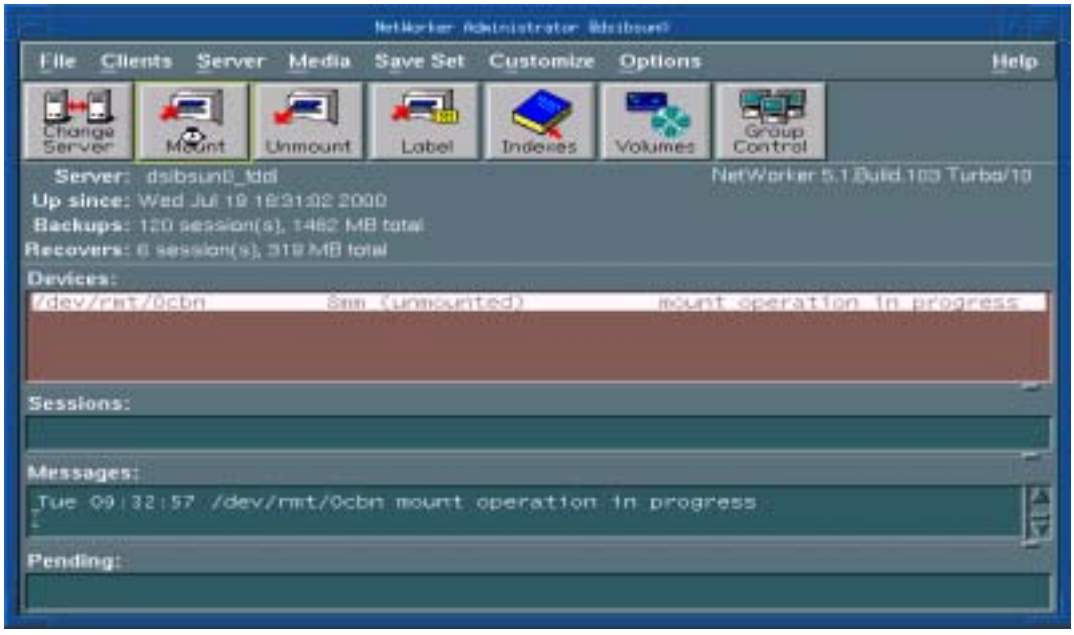

Figure 17.26 – Networker Administrator Screen

Note: When the tape is mounted, the screen in the devices and messages windows will read the tape is write protected. If it is not, then unmount the tape again, write protect it, and remount it.

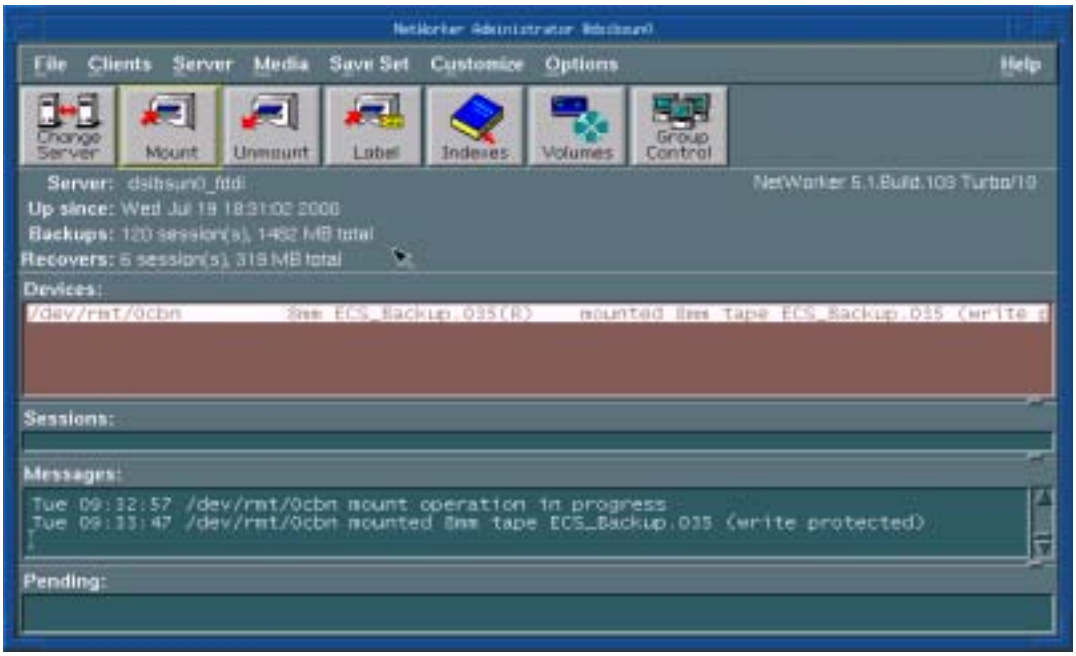

Figure 17.27 – Networker Administrator Screen

When the tape has been mounted, go back the DSIBSUN5 networker screen to start the recover process.

1. Click **Recover**.

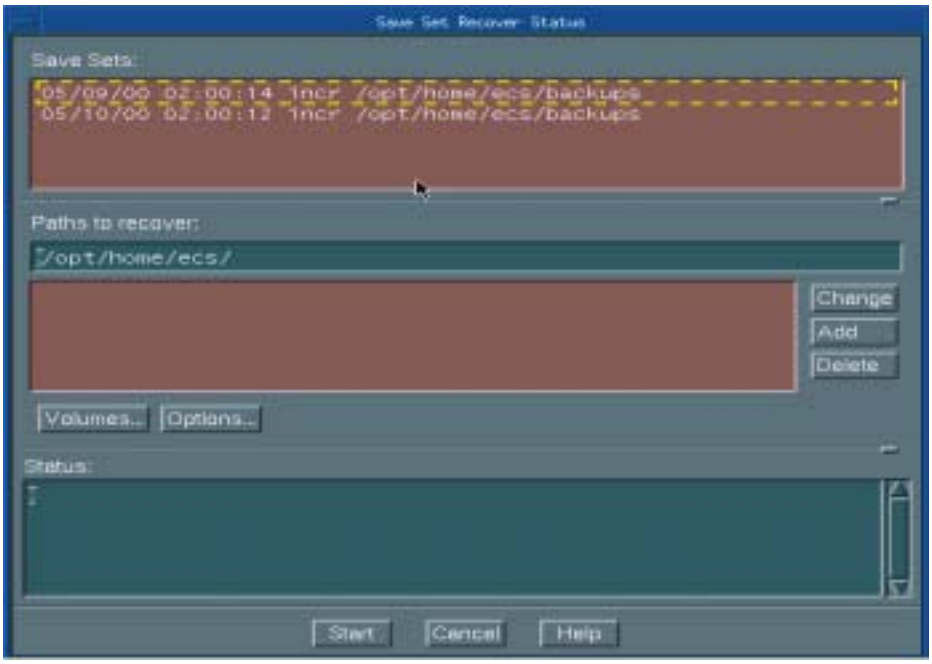

Figure 17.28 – Save Set Recover Status Screen

The *Save Set Recover* screen displays.

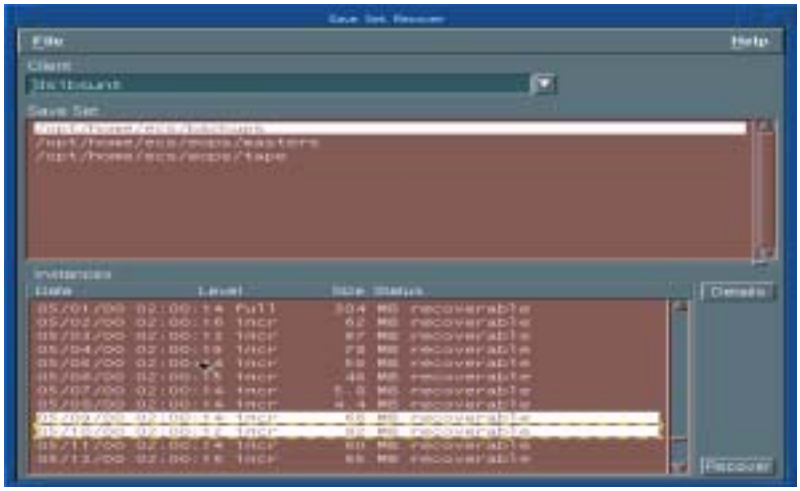

Figure 17.29 – Save Set Recover Screen

2. Click **Enter** once after ecs/ and type in the directory path and file name to be restored.
3. Click **Add**.

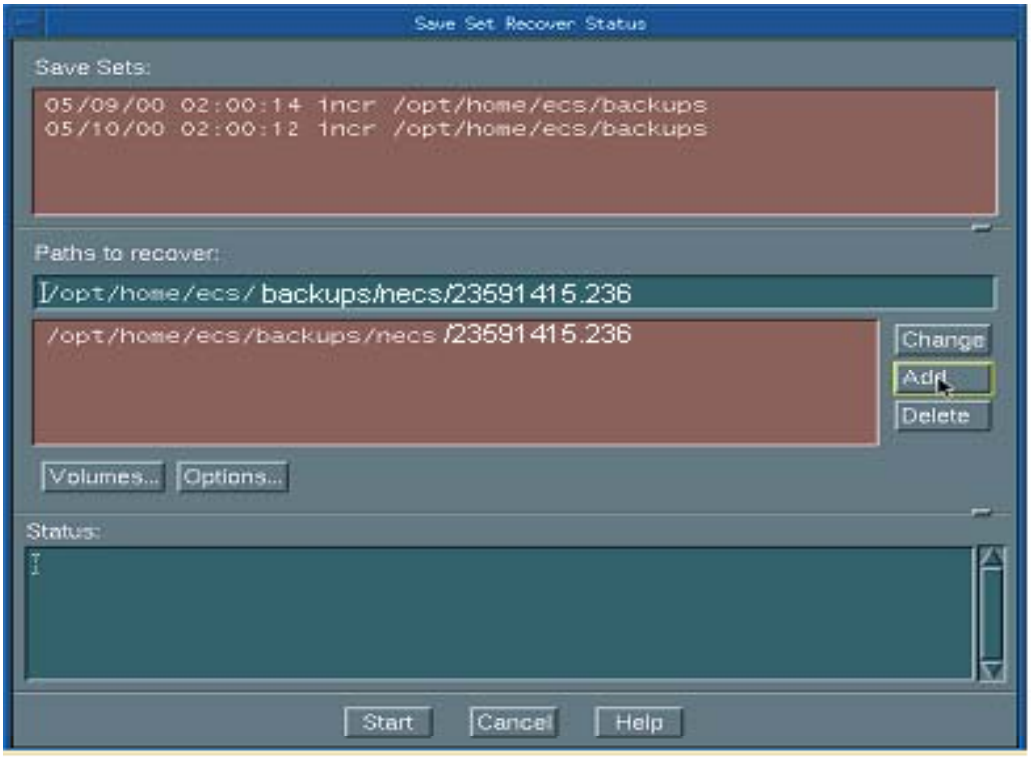

Figure 17.30 – Save Set Recover Status Screen

*Note: If the operator clicks **Volumes**, it will show the required tape again.*

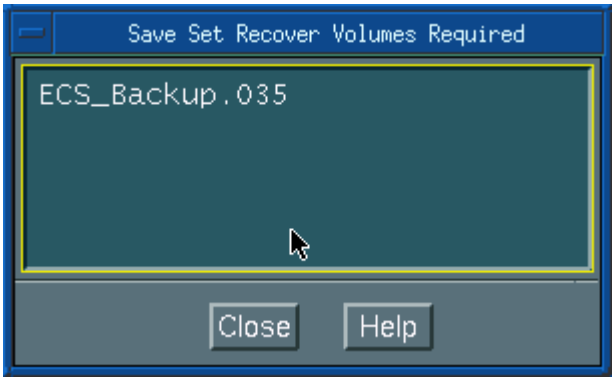

Figure 17.31 – Save Set Recover Volumes Required Screen

4. Click **Close**.
5. Click **Options**.
6. In the *Relocate Recovered Data* box, type /tempda.
7. In the *Duplicate File Resolution* box, verify that *Rename recovers file* and *Always prompt* are chosen, then click **OK**.

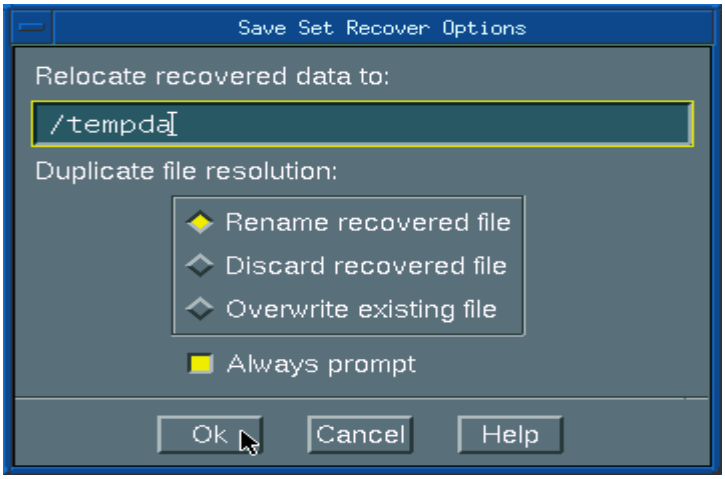

Figure 17.32 – Save Set Recover Options Screen

8. Click the **Start** button.

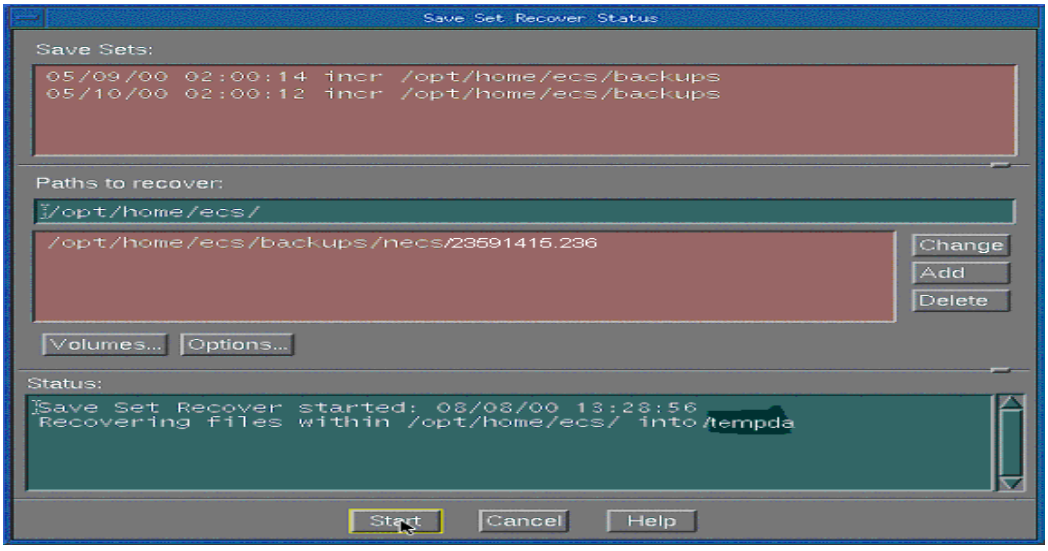

Figure 17.33 – Save Set Recover Status Screen

In the *Status* window, the files that are being restored are displayed. When the process is complete, the Save Set Recover has ended.

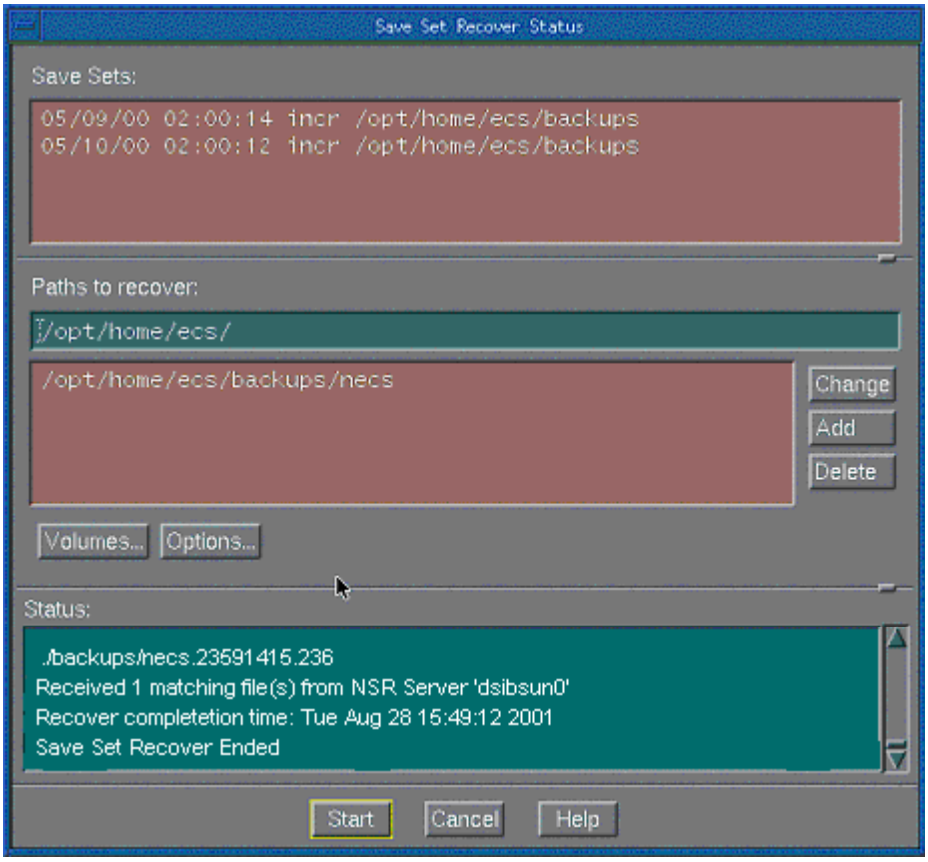

Figure 17.34 – Save Set Recover Status Screen

9. Click **Cancel**.
10. Click **File**.
11. Click **Exit**.

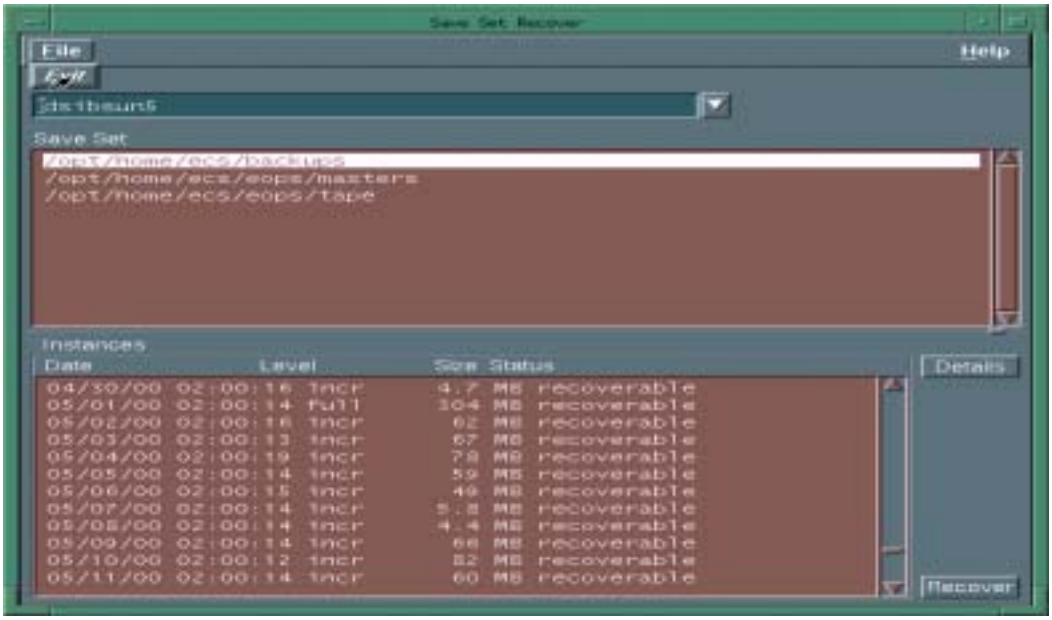

Figure 17.35 – Save Set Recover Screen

12. Click **File** and **Exit** to close the DSIBSUN5 Networker Screen.

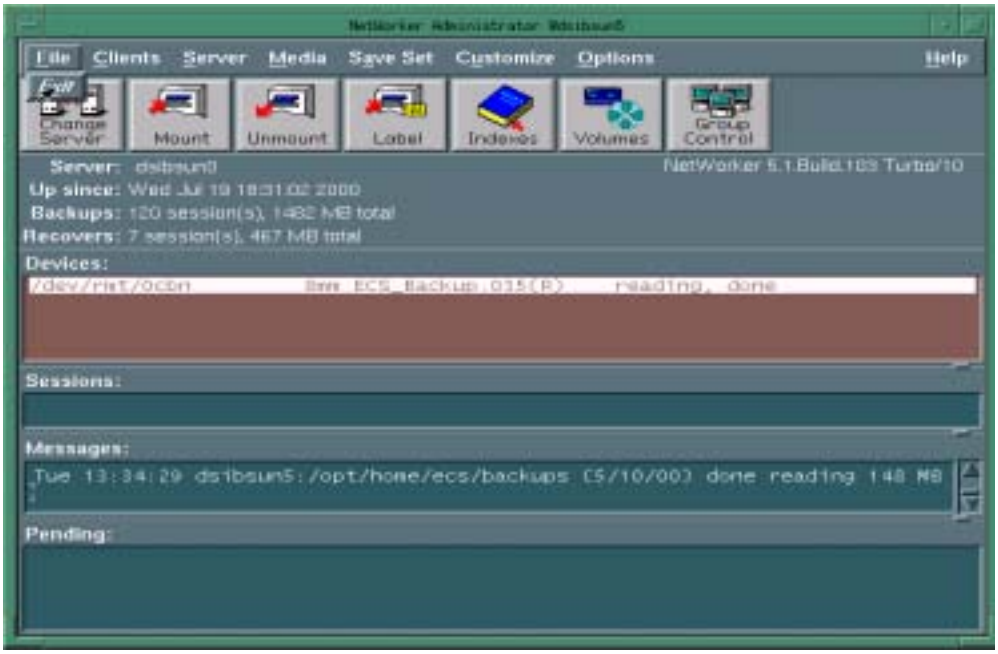

Figure 17.36 – Networker Administrator Screen

13. Return to the DSIBSUN0 networker screen and unmount the tape by clicking **Unmount**.

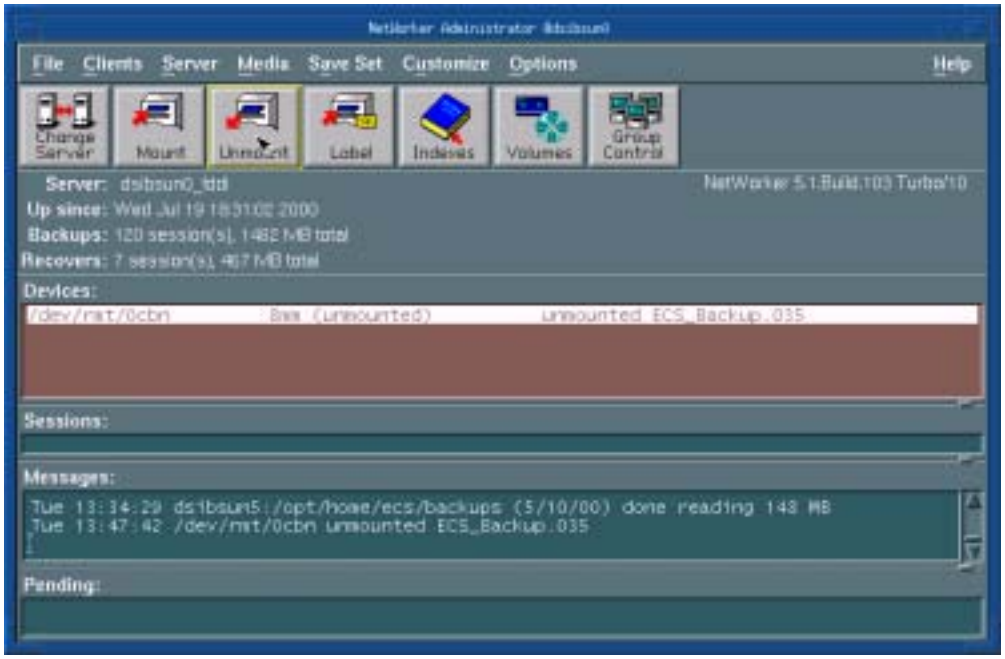

Figure 17.37 – Networker Administrator Screen

> *Note: It is imparitive that these steps are followed carefully each time. The backup will fail if this procedure is not followed exactly.*
>
> *Note: If the operator used the current tape that was in the tape drive, eject it and change it from write-protect to write (slide red tab back to the right on the face). If the operator used a different tape, eject it and return the origianal tape that the operator took out. When the green light stays on, go to the dsibsun0 networker screen, click mount. When the operator looks at the screen, the operator should verify that the tape is not write- protected, and that is the current tape being used for the daily backups.*

14. Click **File**.
15. Click **Exit.**
16. On the DSIBSUN5 telnet session that is open, cd to /tempda/backups/necs. List and look for the file that is restored. If it is an ECS claim, call the requestor to let them know that the file is restored and where it can be found.

> *Note: The files in the /tempda directory get deleted each evening. Let the requestor know as soon as possible that the file is out there.*

```
235 dsibsun5 /tempda/backups/necs$ l N157*

-rw-rw-rw-   1 comment  ecs         4347 May  8 14:31 23591415.236
```

```
-rw-rw-rw-   1 comment  ecs        92253 May  9 15:31 N1571525.130

236 dsibsun5 /tempda/backups/necs$
```

17. If the file was a 9track eop, copy it to the tape directory to be recreated using the recreate EOP Tapes procedures. The directory is: /ecs/eop/tape
18. Then follow the recreate *EOP Procedures.*

Section 18: Processing Jukebox Tapes

Networker

Networker is used to load, unload, and label ARCH_ALL_DRA tapes. Networker is also used to recycle ARCH_ALL tapes and to monitor the status of the backups. Use the following steps to sign onto Networker:

1. Go to DSIBSUN5.
2. Telnet to DSIBSUN2, then sign on.
3. Type **export DISPLAY=dsibsun5:0;echo $DISPLAY**.
4. Press **Enter**.
5. Type **networker &**.
6. Press **Enter**.
7. Select *close the box* to clear up the screen. Do not select *quit*. Legato Networker will display after a few seconds.

SUN Jukebox Backups

The Computer Operations Unit has three 8mm jukeboxes that are tape robotic units consisting of a loading mechanism, sic 8mm tape drives, and storage slots for 120 tapes. These tape devices are used primarily to back up the SUN/UNIX operating environment, including the Indiana*AIM* database. Backups are scheduled within the AUTOSYS scheduling program. Instructions for loading and maintaining tapes for the jukeboxes are located in the *Jukebox Scheduling Manual* in the Computer Operations Unit. As tapes are loaded into the Jukeboxes, the current backed-up information is shipped to Iron Mountain for off-site storage.

Removing tape for Off-site Storage

The previous day's Jukebox backups are taken out and put into a box for off-site disaster recovery. The off-site disaster recovery location is Iron Mountain. If there is a need to have tapes recalled for a restore, the operator can call Iron Mountain at 1-800-Fast-file. The account number is: *INV89*. Inform Iron Mountain that there is a rotation schedule for monthly storage.

There is a 13 month rotation tape box that stores the LAN DLT backup tapes, along with weekly UNIX datafiles, and SURS.

The following describes how to remove tapes for off-site storage:

1. Log into SUN2 and run the jblist,sh script that identifies all the backups that ran the previous night. It will have the current date on the top of the form, and a place for the operator to print his or her name.
2. Mark the tapes going off-site.
3. Add in the **Arch_All_DRA** tape numbers, this is the volume number that went out that day, and any other tapes that may have gone.
4. Put the log in a binder and keep for one year.

> *Note: This procedure is performed each day the tapes go off-site. The pages of the log should be kept in order. This process is used to aid auditors in locating items they need.*

Changing ARCH_ALL_DRA Tapes

On Tuesdays, label the first tapes 51 and 52. When done labeling, load tape 51 into a tape drive and then label the rest through 57. If networker calls for a tape, there will be one loaded for processing. This will help to eliminate problems from the networker trying to load a tape when the labeling process is going on.

The Arch_all_DRA procedures are changed to load a week's tapes each Tuesday. Tape volumes are deleted daily from the Networker. This is necessary for Networker to work properly. Each day the Arch_All_DRA tape is removed and sent off site. The following procedure will show the operator how to load and remove the volumes from the Networker.

> *Note: These procedures are very critical. Be very careful while using Networker. If the operator deletes the incorrect information, the Networker will crash.*

Procedures to Load Arch_All_DRA tapes:

1. If there are no Arch_All_DRA tapes being written to, perform this process on **Tuesdays** between 8 a.m. and 10 a.m.
2. Remove the last Arch_All_DRA tape that is in the jukebox and send it off-site. If there are any Arch_All_DRAS in a tape drive, highlight that tape and click **Unmount**. Remove all Arch_All DRA tapes left in the jukebox slots 51 - 57 and remove volumes from the networker. Following the instructions *Removing Arch_All_DRA Volumes*.
3. Get seven tapes and erase them using instructions on *Erasing Arch All DRA*. When they are erased, put the blank white labels on the outside of the tapes, add a new Arch_All_DRA label, and number them in sequence following the tapes removed in step 1.
4. Load the seven Arch_All_DRA tapes in to the jukebox **dsibsun2, JB1**. Number from slots **51** to **57**. Go to the Networker main screen.
5. When all the slots are loaded, label the tapes in 51 and 57. Click an empty drive ***(5 or 6 only)***, and click **Label**. There is an example in Figure 18.2.

> *Note: Steps 1 and 2 are only performed on Tuesdays; see the section on Removing Volumes for all other days of the week.*

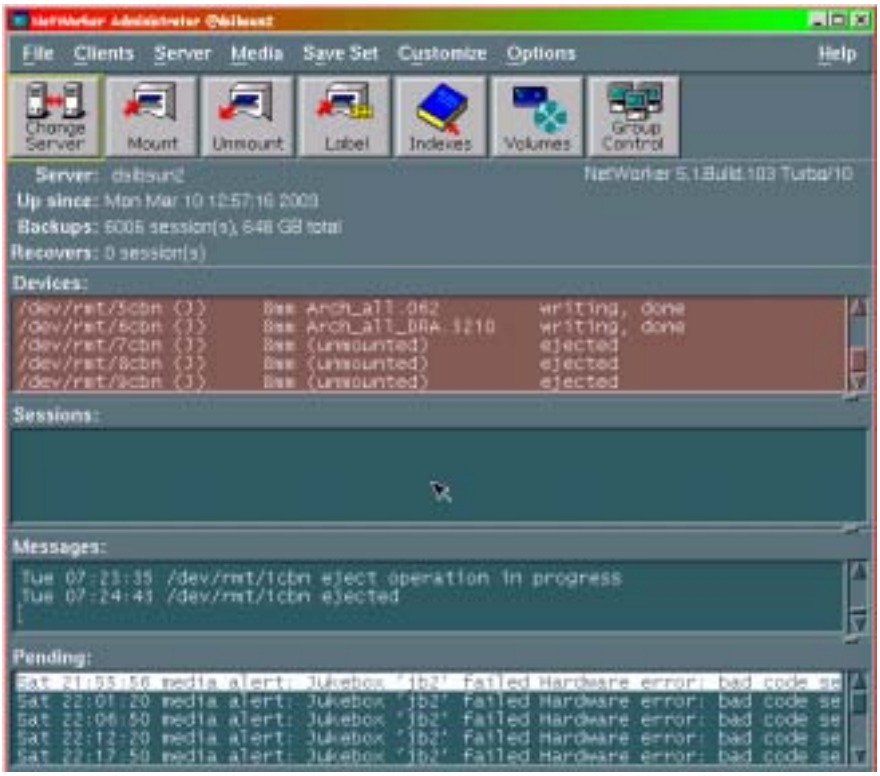

Figure 18.1 – Networker Administrator Screen

6. When the Jukebox labeling window opens as shown in Figure 18.3, click the diamond button labeled **Arch_All_DRA**. The **Starting with** window should show the next tape number that the operator should use.
7. If the next sequence number does not appear, change it to the first number that will be used that day. In the First slot: window, change the number to **51**, and in the Last slot: window type in **57**.
8. Click **OK**. A window will open and ask the operator if it is ok to label slots 51 thru 57.
9. Click **OK**.

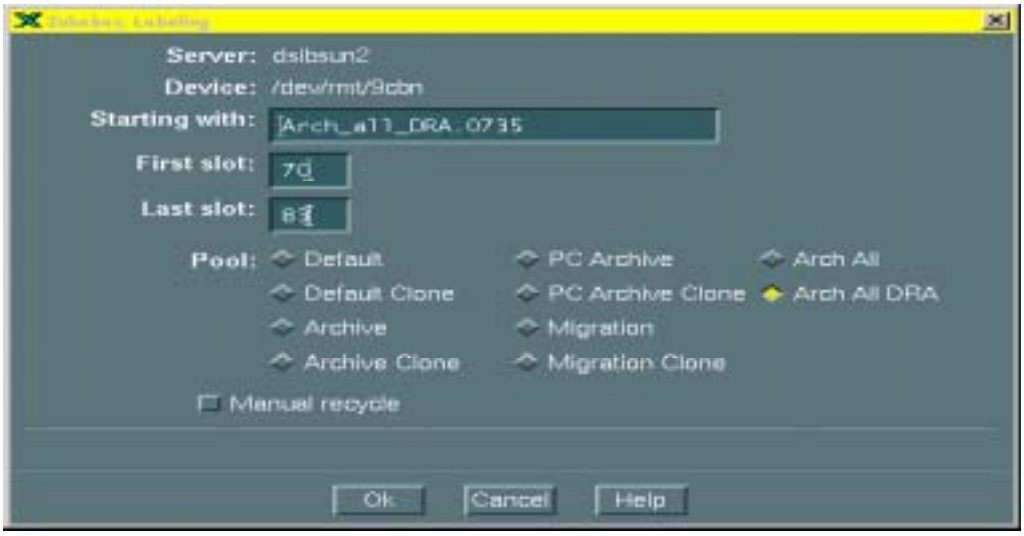

Figure 18.2 – Jukebox Labeling Screen

10. When the tapes 51 is labeled, click **Cancel** to close the Jukebox labeling box.

*Note: If the operator clicks **OK**, it will restart the labeling procedure.*

11. When tape 51 is labeled from the process above and mounted, repeat steps 4 through 7 except that **52** for the first slot and **57** in the last slot will be entered on the screen shown in Figure 18.2.
12. Click Volumes on the main network screen shown in Figure 18.1 to ensure that all the tapes are labeled.

Printing Back-up job list

Type **jblist.sh** to print out what tapes are going to run.

```
138 dsibsun2 /home/melanjm$ jblist.sh wed
 Today's date: 01/23/03

 Operator Name: _____________________________________

 Jukebox Configuration for Wed on  dsibsun2 in jb1
 Backup Name            System     Jukebox     Slot
 ================================================
 Wed_inaimp1a_1         dsibsun2      jb1       12
 Wed_inaimp1b_1         dsibsun2      jb1       13
 Wed_inaimp1c_1         dsibsun2      jb1       14
 Wed_inaimp1d_1         dsibsun2      jb1       15
 Wed_inaimp1e_1         dsibsun2      jb1       16
 Wed_injobp1a_1         dsibsun2      jb1       42
 DRA_Wednesday1a_1      dsibsun2      jb1       81
 DRA_Wednesday1b_1      dsibsun2      jb1       82
 DRA_Wednesday1c_1      dsibsun2      jb1       83
 DRA_Wednesday1d_1      dsibsun2      jb1       84
 DRA_Wednesday1e_1      dsibsun2      jb1       85
 SURS_Wednesday1a_1     dsibsun3      jb1       72
 SURS_Wednesday1b_1     dsibsun3      jb1       73
 SURS_Wednesday1c_1     dsibsun3      jb1       74
 SURS_Wednesday1d_1     dsibsun3      jb1       75
 DRA_Wednesday1n_1      dsibsun3      jb1      100
 DRA_Wednesday1o_1      dsibsun3      jb1      101
 DRA_Wednesday1p_1      dsibsun3      jb1      102
 DRA_Wednesday1q_1      dsibsun3      jb1      103
139 dsibsun2 /home/melanjm$
```

Figure 18.3 – Job List

Cut and paste this list into a text document and print it.

Removing Arch_All_DRA Volumes:

After removing the 1 Arch_all_DRA tape from the Jukebox, date the tapes, and put in the off-site recovery box.

Remove Volumes from Networker

1. Click **Media** on the main screen**.**
2. Click **Jukeboxes**.
3. Click **jb1**.
4. Click **View**.
5. Click **Details**.
6. Move the right hand side slide bar down so the *Volumes:* window as illustrated in Figure 18.3.

> *Note: If the* Volumes: *window does not display, make sure that the operator picked **jb1** and then **View** and **Details**.*

7. Move the small brown slide bar under the **Volumes:** section to find the Arch_All_DRA tapes.
8. Highlight the tape that needs to be removed. Remove the tape that was physically removed above.

> *Note: Notice that there are not any tapes slots numbers. Remove the volume names with the **physical** tapes that are removed from the jukebox.*

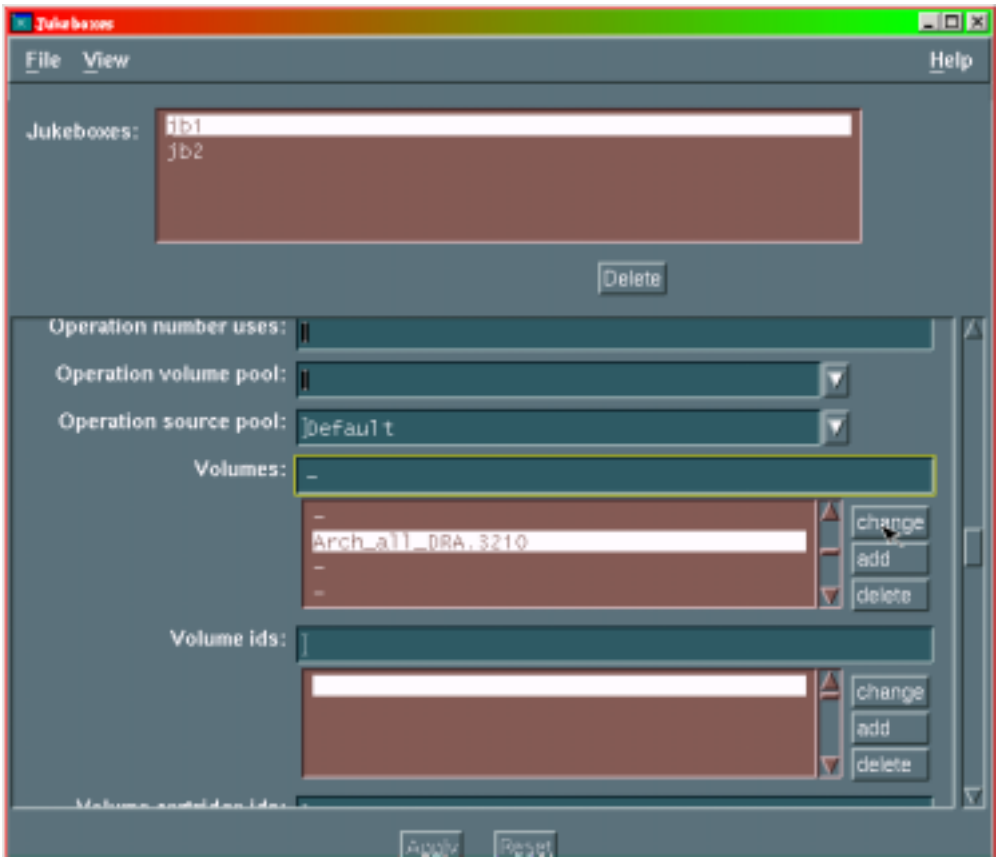

Figure 18.4 – Jukeboxes Screen

9. Delete the volume name out of the volumes boxes using. **Delete key** on the keyboard. **<u>Do</u> <u>not</u>** use the delete button that is on the screen in the *Volumes:* section.
10. Type **-** as a placeholder, and click the **Change** button to update the field.

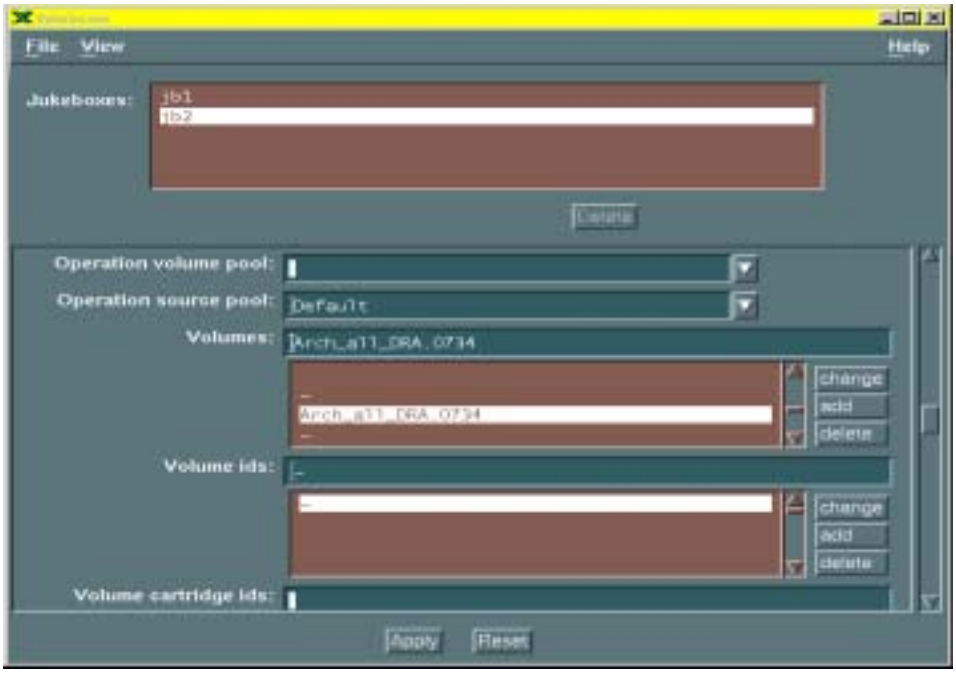

Figure 18.5 – Jukebox View Details Screen

11. Notice that the first tape will change to a '–'.
12. Click **Apply**.
13. After the operator clicks **Apply**, the screen will refresh and go to the top. Scroll down to the volume window to verify the intended volumes are removed from the list. Figure 18.6 is an example.
14. Click **File**.
15. Click **Exit**.

> *Note: This example does not have the extra volumes loaded. On Wednesdays, it will display up to seven volumes; six, after one is deleted for that day. Make sure that the one that was removed from the **volumes**: section, is removed. If not, repeat the above instructions.*

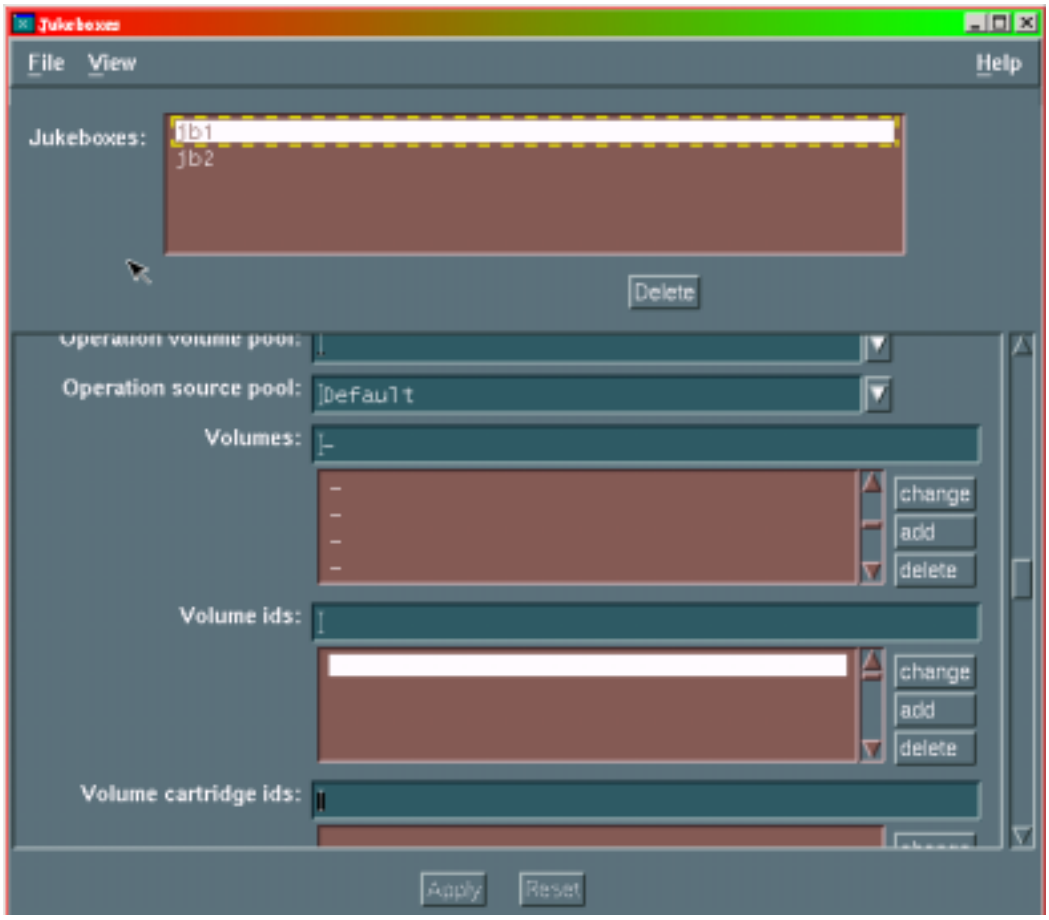

Figure 18.6 – Jukebox Volumes removed

Re-using Old Arch_All_DRA Tapes

This process details how to reuse old Arch_All_DRA tapes. Old tapes have an old Arch_All_DRA internal label on them. If a previously labeled Arch_All_DRA tape is issued, Networker could use the tape before the new label has been written. This will cause the current backup data to go on a tape with an old internal label. When that tape gets externally labeled with the current days Arch_All_DRA number, it would not be sync'd to the internal label. This will cause confusion when trying to restore the data. It is imparitive not to use the old tapes with the old label in place.

Use internal drive on **dsibsun1** to remove the internal label.

When choosing the old Arch_All_DRA tapes, use the oldest tapes first.

1. Log on to dsibsun1 with the operator user ID and password.
2. Open the small door on the upper left side of SUN1. Push gently on the door.
3. Make sure that the tape is not write protected and insert it into the tape drive with the write protect tab on top.
4. Type in the following script name:

   archdra.sh

5. Press **enter** and the script will run:

```
146 dsibsun1 /home/melanjm$ archdra.sh

Verifying the input file DOES exist.

Please wait, checking status of the tape drive.

Writing data to tape

a /opt/utils/ops/data/archallcover 4 tape blocks

Rewinding and ejecting tape

Rewinding then ejecting tape.

Process complete!

147 dsibsun1 /home/melanjm$
```

6. The tape will eject from the drive. Remove it from the drive and remove the external label.
7. This tape now can be reused as an Arch_All_DRA tape.

Removing and Adding Arch_All_DRA Volumes

When an Arch_All tape goes bad, the operator will be asked by an SA or DBA to replace it. The following lists the procedure for this process.

1. Obtain a new tape to replace the bad one. These tapes are in the triangle room. Place a blank label on the tape. **Make sure not to cover the write protect tab**.

Note: The tab should be all the way to the right, which shows rec. It will be open.

2. Go to the jukebox labeled SUN2, JB1, turn the key to the right and hold it until it shows **OK** to open.
3. Open the door and remove the bad Arch_All tape. Copy what is on the label to the new tape. Insert the new tape in the same slot the bad one was in. Close the door. The tape will be ready in a few minutes
4. On the Networker main screen, click **Volumes**.

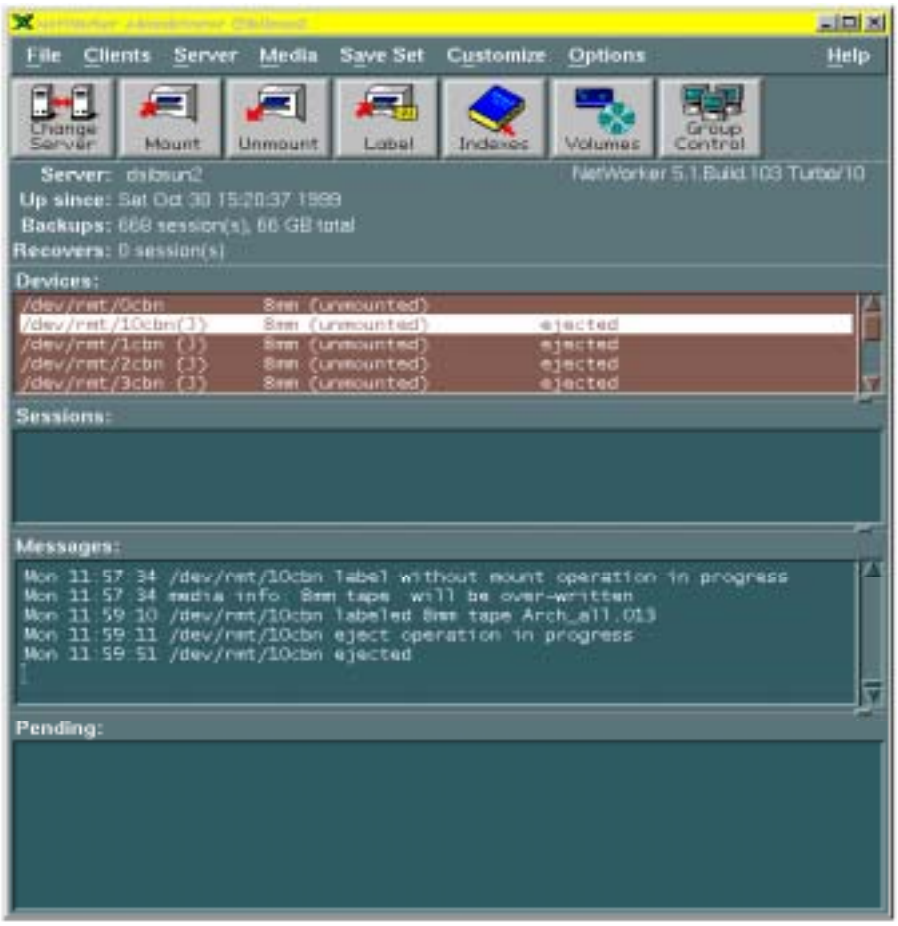

Figure 18.7 – Networker Administrator Screen

This screen will appear:

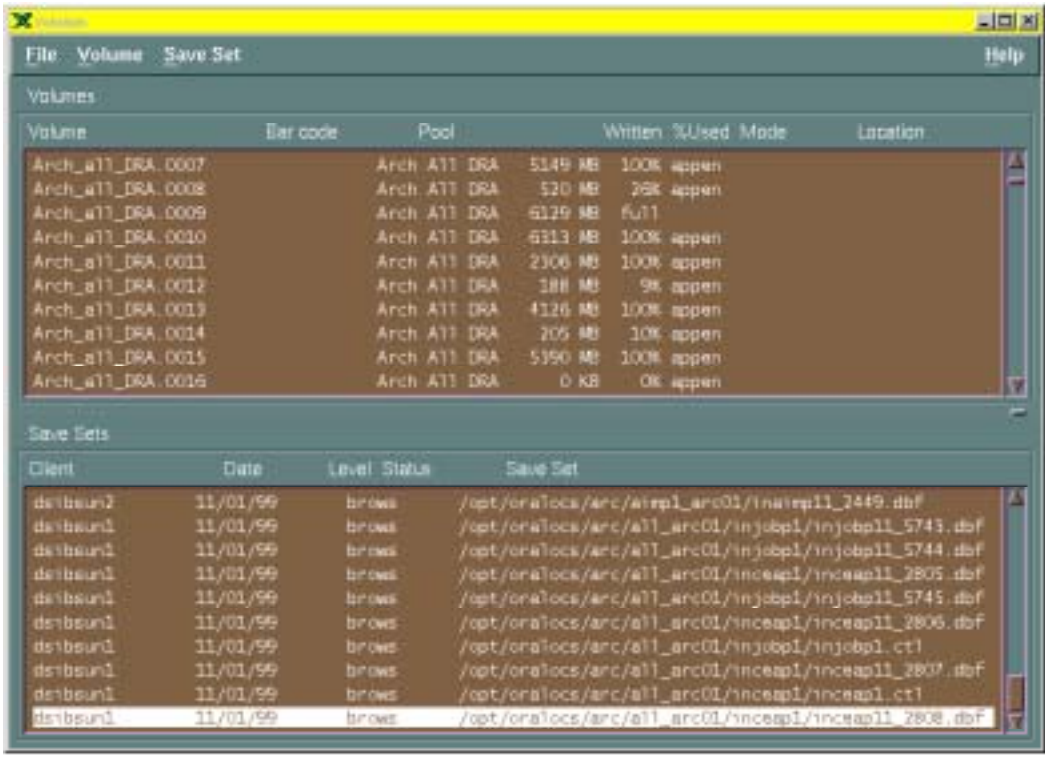

Figure 18.8 – Volumes Screen

5. Highlight the volume that is to be removed.

> *Note: The volume cannot be recovered after deleting.*

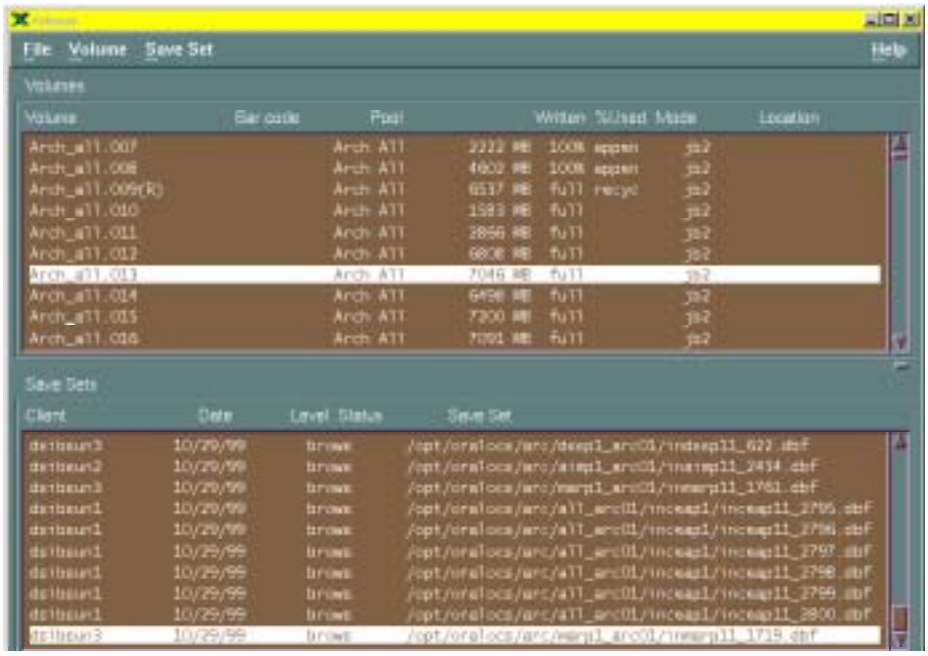

Figure 18.9 – Volumes Screen

6. Click the **Volume** menu option.
7. Click **Remove**.
8. Click **OK.**

When the Volume has been deleted, the volume screen will no longer show the volume. Figure 18.11 shows an example of the screen.

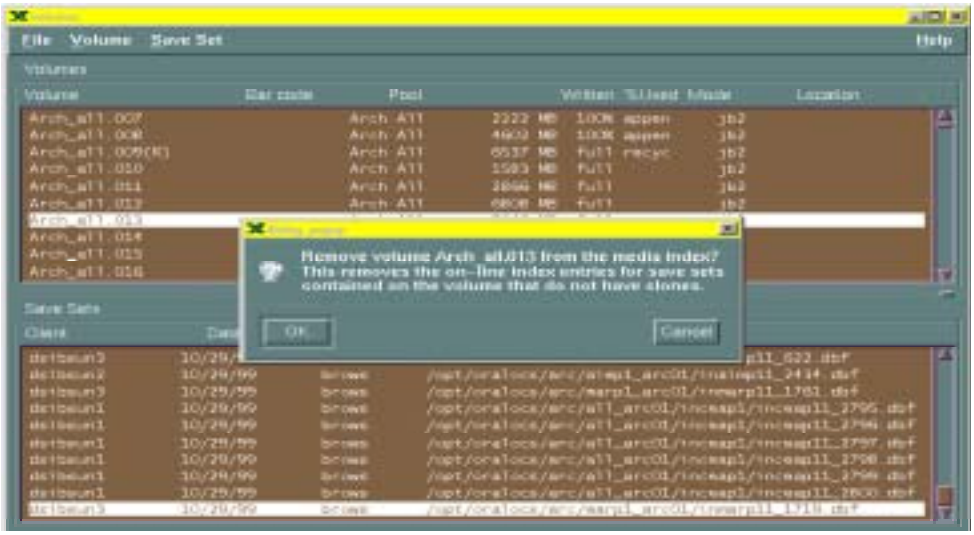

Figure 18.10 – Delete Volumes Verification Box

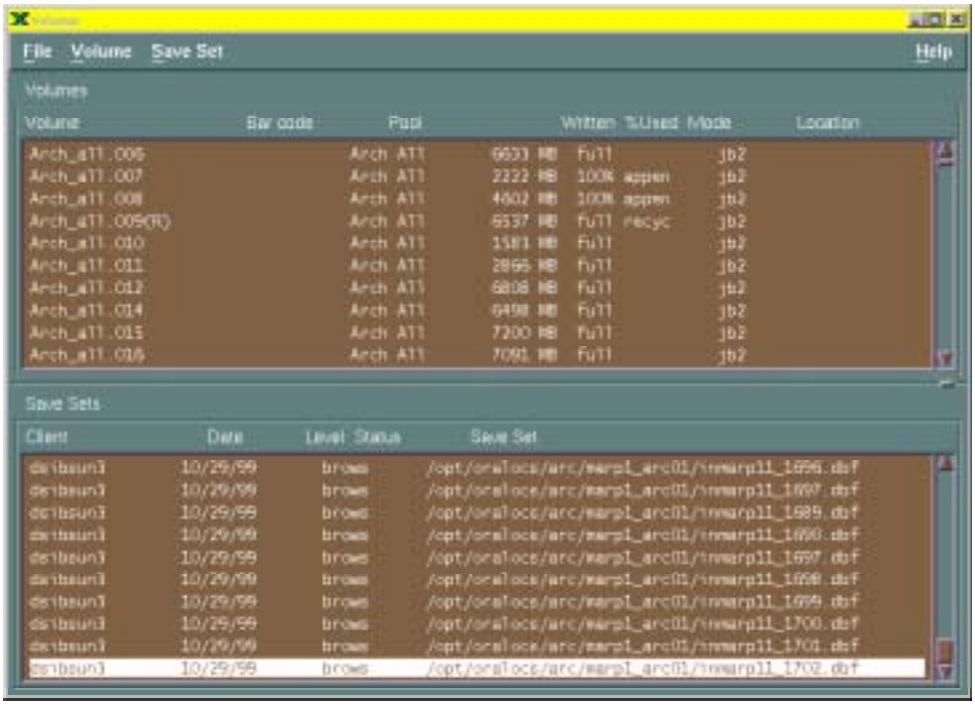

Figure 18.11 – Volumes Screen

9. On the Volumes window, click **File**.

10. **Exit** to return to the main screen.

Note: The message section shows that the volume deleted.

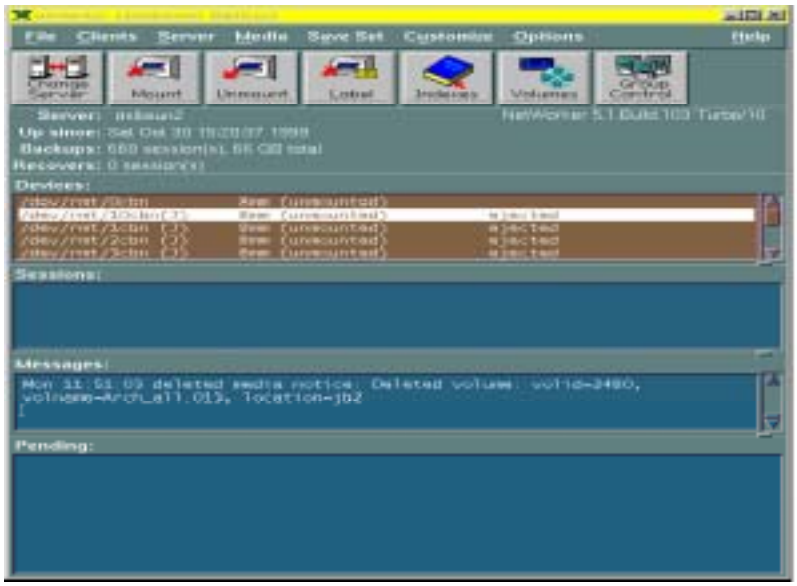

Figure 18.12 – Networker Administrator Screen

Labeling New Tapes

1. Click an empty tape device in the *Devices*: section.

> *Note: Use 5cbn, or 6cbn.* ***Do NOT*** *use any of the other drives, 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, or 10.*

2. Click **Label**.
3. In the Pool: section, click **Arch_All**. This will then change the Starting with field.

> *Note: The operator must choose Arch_All or it will not label the tape correctly.*

4. In the *Starting with* field change, the number to the Arch_All number that is being replaced.
5. In the *First slot* field type in the slot number of the tape.

> *Note: This field is very important. If same slot number as the tape being is replaed is not used, it will label all the tapes in the range of numbers that is programmed.*

6. In the *Last slot* field, type in the same number that entered in the *First slot* field.

> *Note: This is very important. If the operator does not put in the same number, it labels all the tapes in the range that the operator enters it.*

7. If everything is correct, click **OK**.

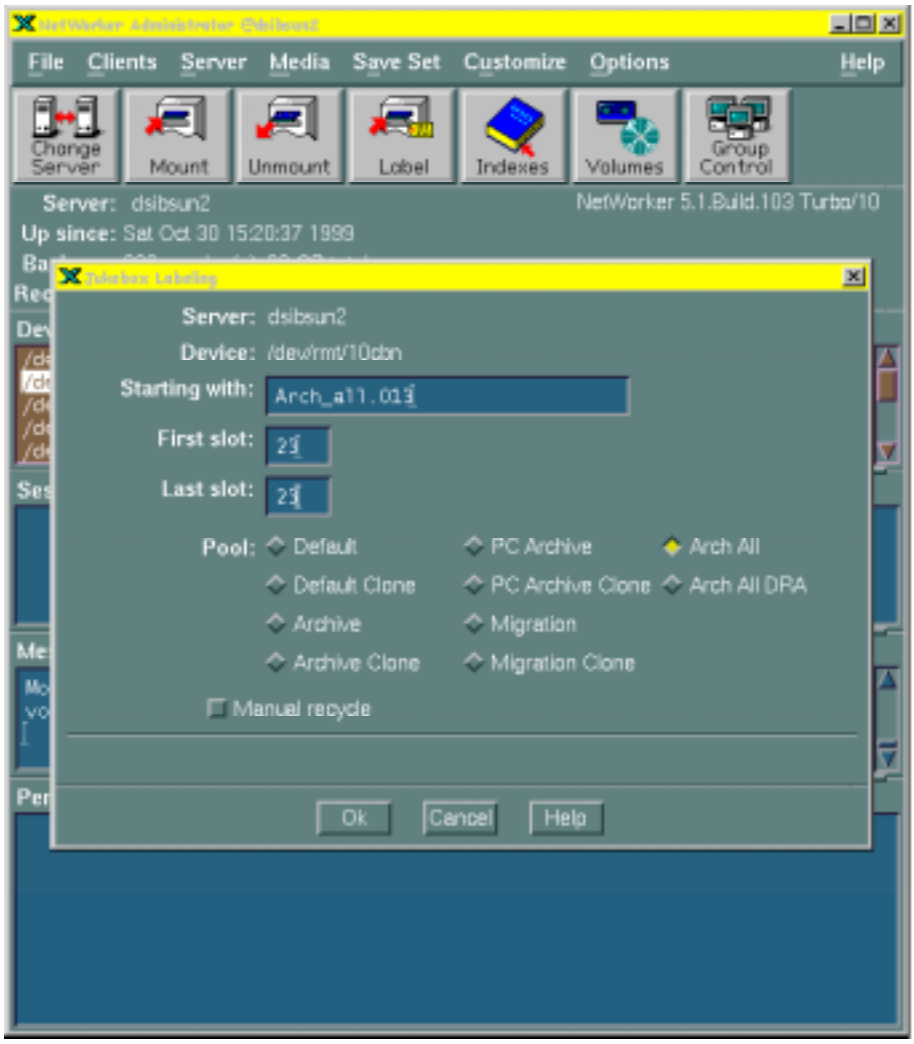

Figure 18.13 – Jukebox Labeling Screen

8. Next, click **OK** to label the volume.

Figure 18.14 is an example of how the screen will appear.

Figure 18.14 – Jukebox Labeling

9. Click **Cancel**.

*Note: **Do* not *click **OK**, as it will start to label the tape again*

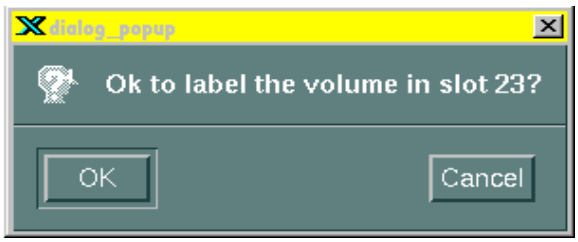

Figure 18.15 – Dialog Screen

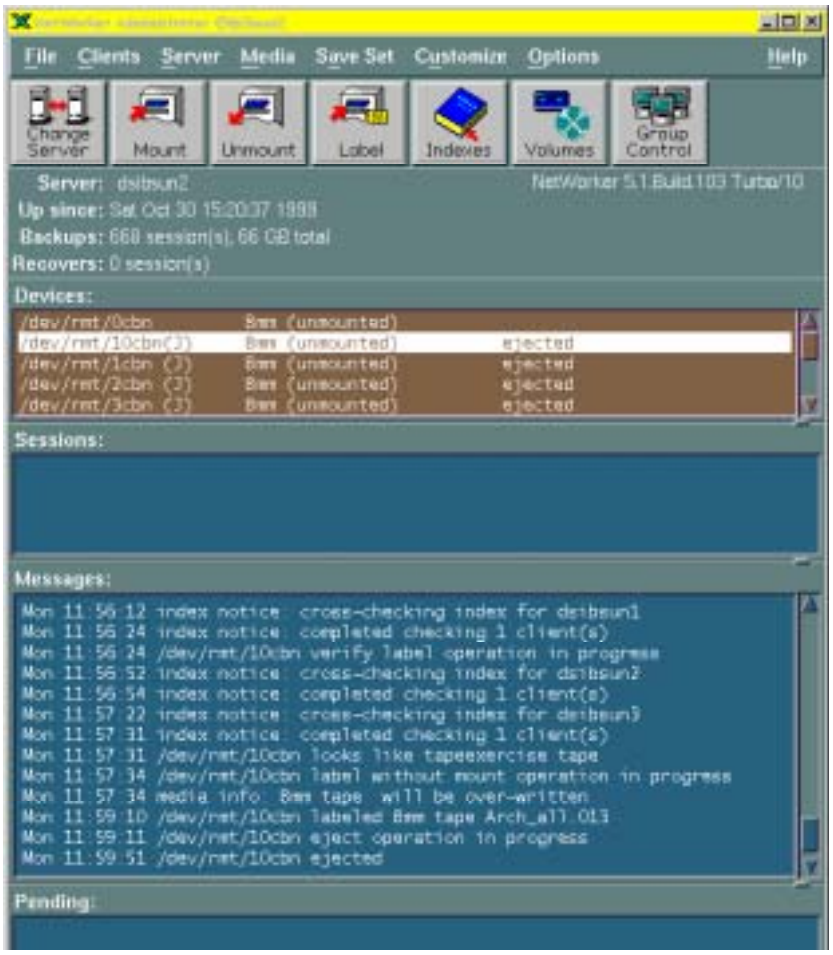

Figure 18.16 – Networker Administrator Screen

10. Click **Volumes** to verify that the tape was relabeled and added back into the volumes.

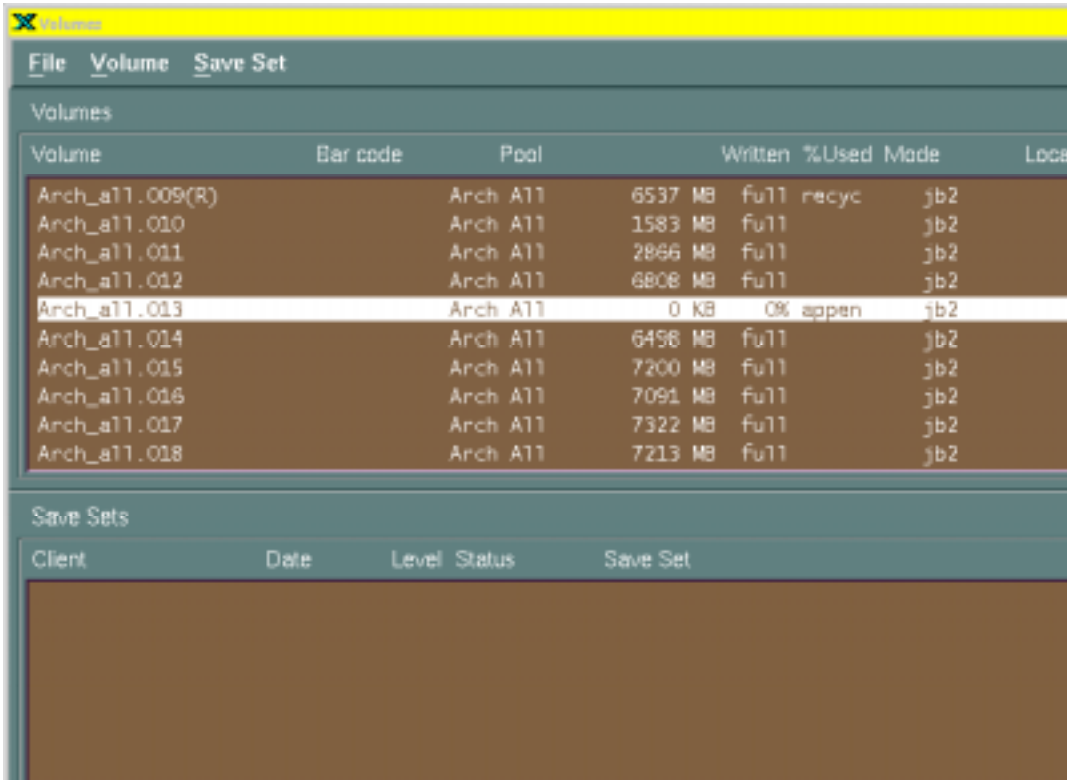

Figure 18.17 – Volumes Screen

11. Click **File**.
12. Click **Exit**.

Section 19: SUN System Shutdown

Overview

Uninterruptible Power Supply Status

If the unit normal light is on, the Uninterruptible Power Supply (UPS) is **NOT** on battery backup. If the horn is NOT beeping, the UPS is **NOT** on battery backup.

If the **On Battery** light is on, and the horn is beeping, then the UPS **IS ON** the battery backup.

The operator can turn the horn off by pressing the **HORN** button.

The following list the possible STATUS readings and definitions:

- `UPS SUPPLING LOAD` – Everything is operating normally, and Systems is **not** on battery backup. Any other message means there is a problem with the system.

One operator must log onto dsibsun0, dsibsun1, dsibsun2, and dsibsun3 for Indiana Title XIX.

Another operator must call the SAs on the emergency contact list found in Table 19.1 and IPL to find out what the status of the power outage. Because the phone switch is not on the UPS, use the phone on top of dsibsun0 that has a direct line out.

In the case of power outage**, call**, do not page. The list of parties on-call is listed in Table 19.1.

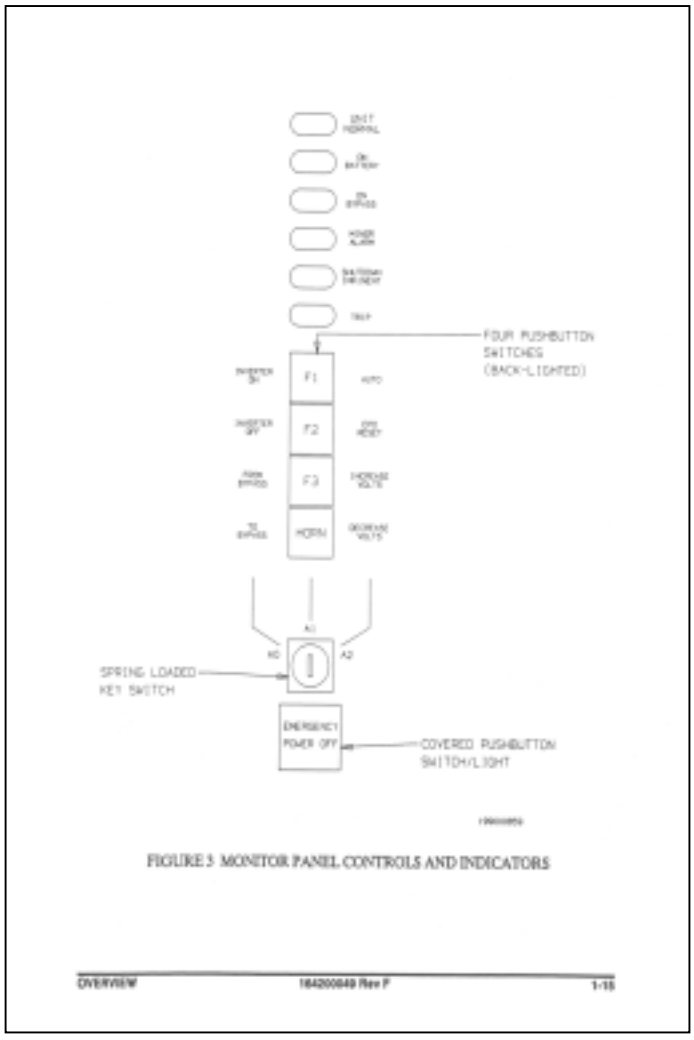

Figure 19.1 – Uninterruptible Power Supply Monitor Panel Controls and Indicators

Table 19.1 – Emergency Telephone Numbers

Name	Home Phone Number	Pager Number
SUN UNIX Support Team		
Rich Marsteller	(317) 845-8729	(317) 424-1844
John Melancon	(317) 226-9661	(317) 424-2089
LAN Support Team		
Char Pearson	(317) 913-1332	(317) 424-1877
Gary Stack	(317) 736-7301	(317) 424-4279
Bill Compton	(812) 372-9378	(317) 424-2139
IPL		
Emergency Phone Number	(317) 261-8111	

The shutdown procedures are to be used *only* when there is a power failure in the operations room. During a power failure, all SUN equipment continues to run using the UPS. The UPS system runs the equipment for a limited time.

Notification

The operations manager, system administrator, and LAN administrator must be contacted in the event of a power outage. These individuals make the decision to power down the equipment. *Do not power down without the proper authority.*

In addition, call IPL, to determine how long the area will be affected.

If the phones are not working, there is a modem on top of *SUNA* in which a phone can be plugged into during an emergency. The phone located next to the firewall servers should be plugged into the modem line. The phone number for the modem line is (317) 684-0340. The pay phones should also continue to work.

Power Down Computer Equipment

In an ***emergency situation***, power down the computer equipment in the following order:

1. Enterprise Servers
   - In this order: DSIBSUN1, DSIBSUN2, and DSIBSUN3
2. The Xerox controllers for the printers.
3. SPARCcenter 2000 / Sun E450
   - In this order: DSIBSUN0
   - Mass Storage unit (to the left of DSIBSUN0)
4. SPARC 10 (DSIBSUN5, ECS)
   - Disk packs (2)
   - CD-ROM drive
5. Ultra2 (DSIBSUN9, Viking server)
6. Peripheral devices
   - Juke Boxes (3)
   - 3480 tape drives (2)
7. SPARC 5 (DSIBSUN7, XEROX 4635)
8. Ultra2 (Firewall 1 and Firewall 2)
9. SPARC 10 (DSIBSUN8, NIS)
10. SPARC 10 (DSIBSUN4, DNS and Sun Net Manager)
11. The Channel Unit and SPARC 20. Follow the Computer Operations Unit procedures for shutting these down.

Powering down the Sun Enterprise Servers 4500, 550, 6500, and E450

There are two methods to powering down the servers.

- Using the shutdown command (preferred)

- Using the control break key and sync command (Least preferred)

Using the shutdown command (preferred):

1. Log in ***with the operator UNIX ID*** at the system console.
   – cd to the root directory.
   – **cd /**
2. Enter the shutdown command.

```
rootops shutdown -y -g0 -i0
```

3. The system will begin to shutdown; this will take approximately five minutes.
4. At this point begin the shutdown process of another Enterprise Server.
5. ***ONLY*** if the system hangs and the *Ok* prompt does ***not*** appear go the next section called *Using the control break key and sync command* (**Least Preferred**).
6. When the *OK* prompt appears it is safe to power off the computer.
7. Open the front louvered panel, by pulling on the top right corner and get the keys, located next to the swing hinge on the left side.
8. In the upper left hand corner, push in the small door and it will open. Insert the key, and then turn counterclockwise three clicks. When the key will not turn any further, a circle with a straight line symbol will appear, and the two front lights will go out.

Key Switch Positions:

- **Standby** – Off, no DC power
- **On** – Normal power on
- **Diagnostics** – Normal power on, with full diagnostics
- **Locked** – Normal power on, in secure mode

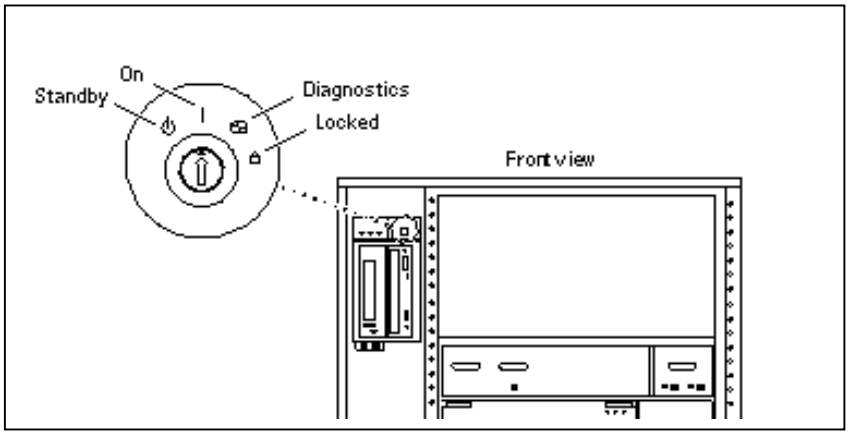

Figure 19.2 – Key Switch Positions

9. The Enterprise Servers CPUs are off.
10. Go to the back of the Enterprise Server to ***verify*** that the operator is behind the correct Enterprise Server. There are two A5000 storage arrays that must be turned off. The power switch is right above the power cord outlet.

> *Note: Refer to* Sun StorEdge A5000 Installation and Service Manual._Section 4.3.1 Connecting the Power Cable *page 4-8 Figure 4-7.*

11. ***Verify again*** that the operator is behind the correct Enterprise Server.

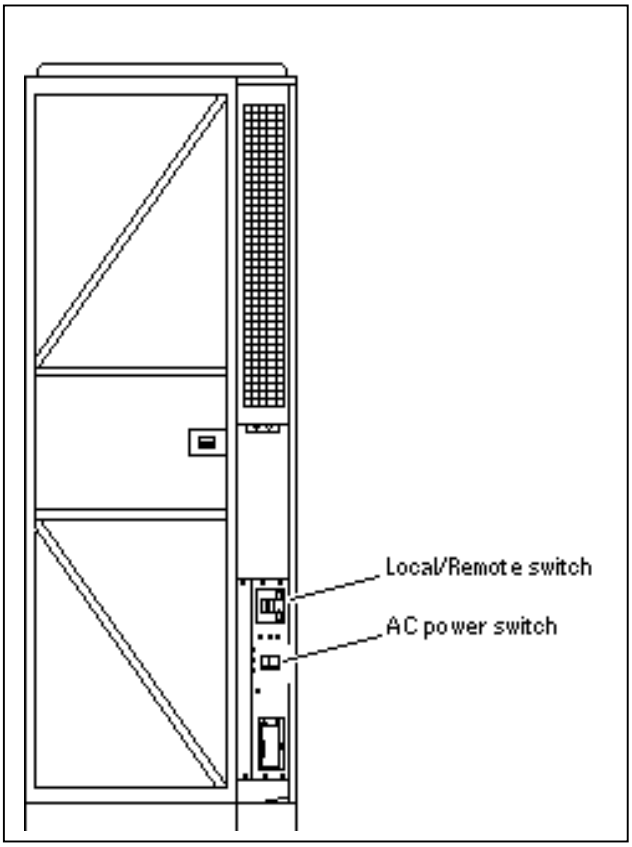

Figure 19.3 – Back Panel of Enterprise Server

12. Push the AC Power switch off (the right side of the switch). Located on the bottom right side around the green light. The green lights will go out when power is off.

*Note: **Only** use this method if the operator is instructed by the on-call SA.*

Using the control break key and sync command (Least preferred)

1. Open the front louvered panel, by pulling on the top right corner and get the keys. Located by the swing hinge on the left side of the control panel. In the upper left-hand corner, push in the small door. Insert the key, and then turn counterclockwise two clicks. The key will be vertical (straight line symbol). See Figure 19.2.
2. Press (and hold) the **Ctrl** key and then the **Break** key. The Break key is located at the upper right corner of the keyboard. The word *Break* appears on the front side of the Pause key.
3. When **Ok** prompt appears, type the sync command.

```
#ok>  sync
```

4. The system will start to synchronize the file systems. The monitor will have a panic message and syncing file systems message followed by a series of numbers. This is normal.
5. When the operator see a message *nnnnn pages left.* The *nnnnn* will begin to decrease. Press the **Ctrl Break** keys again.
6. The *OK* prompt will again appear.
7. Turn the key counterclockwise one more turn. The Server CPUs are now powered off.
8. Go to the back of the Enterprise Server to ***verify*** that the operator is behind the correct Enterprise Server. There will be two A5000 storage arrays that must be turned off. The power switch is right above where the power cord plugs in.

> *Note: Refer to* Sun StorEdge A5000 Installation and Service Manual. Section 4.3.1 Connecting the Power Cable *page 4-8 Figure 4-7*

9. ***Verify again*** that the operator is behind the correct Enterprise Server. Push the Power switch off (the right side of the switch). It is located on the bottom right side around the green light. When off, the green light will go out.

Powering down the Sun SPARCcenter 2000s

There are two methods to powering down the 2000s:

- Using the shutdown command (preferred)
- Using the control break key and sync command (Least preferred)

Using the shutdown command (preferred)

1. Log in ***with the operator's UNIX ID*** at the system console.
2. cd to the root directory.

   cd /
3. Enter the shutdown command **rootops shutdown -y -g0 -i0**.
4. The system will begin to shutdown; this will take approximately five minutes.
5. Begin the shutdown process another SPARCcenter 2000.
6. ***ONLY*** if the system hangs and the *Ok* prompt does ***not*** appear go the next section called: *Using the control break key and sync command (**Least Preferred**)*.
7. When the *Ok* prompt appears it is safe to power off the computer.
8. Open the front louvered panel, by pulling on the right side and get the keys. They are located next to the swing hinge on the left side.
9. Insert the key in the top right side of the front door (outside) then turn counterclockwise three clicks. The two front lights will go out.

> *Note: Refer to* SPARCcenter 2000 Installation Manual/User Set *Section SPARCcenter 2000 Installation Manual (red tab) p. 4-2.*

10. The SPARCcenter 2000 CPUs are off.
11. Go to the back of the SPARCcenter 2000 to ***verify*** that the operator is behind the correct 2000.
12. Push the Breaker switch off. It is located on the bottom right side around the green light. When off, the green light will go out. This switch powers down the internal disk drives.

> *Note: Refer to* SPARCcenter 2000 Installation Manual/User Set. Section SPARCcenter 2000 Installation Manual *(red tab) page 4-3.*

Using the control break key and sync command (Least preferred)

1. ***Only*** use this method if the operator is instructed by the on-call SA.
2. Open the front louvered panel, by pulling on the right side and get the keys. Located next to the swing hinge on the left side.
3. Insert the key in the top right side of the front door then turn counterclockwise two clicks. The key will be vertical.

> *Note: Refer to* SPARCcenter 2000 Installation Manual/User Set Section SPARCcenter 2000 Installation Manual *(red tab) page 4-2*

4. Press and hold the **Ctrl** key and then the **Break** key.
5. When the *Ok* prompt appears, enter the sync command.
6. #ok> **sync**

7. The system will start to synchronize the file systems. The monitor will have a panic message and syncing file systems message followed by a series of numbers. This is normal.
8. When the message *nnnnn pages left* appears, the *nnnnn* will begin to decrease. Press the **Ctrl+ Break** keys again.
9. The *Ok* prompt will again appear.
10. Turn the key **counterclockwise** one more turn. The 2000 circuit board is now powered off.
11. Go around to the backside of the SPARCcenter 2000 to ***verify*** that the operator is behind the correct 2000.
12. Push the Breaker switch **off.** It is located on the bottom right side around the green light. The green light will go out when the power is off. This switch powers down the internal disk drives.

> *Note: Refer to* SPARCcenter 2000 Installation Manual/User Set Section SPARCcenter 2000 Installation Manual *(red tab) page 4-3.*

Powering down the Sun Mass Storage Unit

1. Verify that **both** the SC2000 Servers SUN0 and SUNA are powered down.
2. Go around to the back of the Mass Storage Unit.
3. Push the breaker switch off; it is a vertical switch push to the **right**. The green light will turn off.

> *Note: Refer to* 56-Inch Data Center Expansion Cabinet Service Manual *on page 4-2, Figure 4-2.*

Powering down the SUN SPARC Storage Array Units

1. Verify that SUN2, SUN3, and SUNA are powered down.
2. The power switch is located on the backside of each SPARC Storage Array Unit.

> *Note: Refer to* SPARCstorage Array Model 100 Series Installation/Service Set Manual *on page 3-5.*

3. Repeat power off for each unit on the stacker.
4. All LEDs on the front, should now be off.

Powering down the SUN SPARC 10s (DSIBSUN4 & SUN5)

There are two methods to powering down the SPARC 10's.

- Using the shutdown command (preferred)
- Using the stop 1-A key combination (Least preferred)

Using the shutdown command (preferred)

1. Exit out of all cmdtool and cmdtool console windows that are open.
2. With the mouse pointed on the background, right-click and select **Exit**. A confirmation window will pop up, click **Exit**. The open windows will close.
3. At a command window cd to the root directory.
   – **cd/**
4. Enter the shutdown command.
   – **rootops shutdown -y -g0 -i0**
5. The system will begin to shutdown; this will take approximantly five minutes.

6. When the Ok prompt appears it is safe to power off the computer.
7. ***Only*** if the system hangs and the ok prompt does not appear go to the next section called *Using the stop 1-A key combination (**Least Preferred**).*
8. On the backside of the SPARC 10 is the on/off switch. Turn off the SPARC 10.

> *Note: Refer to* Desktop SPARC Hardware Owner's Guide Manual *on page 13.*

9. The ECS SPARC 10, (dsibsun5), has two external disk packs, power them off at this time. The switch is on the back left top.

> *Note: Refer to* 1.05 Gbyte Low Profile Disk Drive Installation Manual *on page 2-6, Figure 2-3.*

10. **If** the external CD-ROM drive is attached, turn it off. The switch is on the back left top.

> *Note: Refer to* Desktop SunCD Plus Pack Installation Manual *on page 3-7, Figure 3-6.*

11. Power off the monitor.

Using the stop 1-A key combination (Least preferred)

1. Press **Stop** located on the left side of the keyboard.
2. Press **A**.
3. The OK prompt should appear.
4. Enter the sync command at the OK prompt.
5. When complete it is safe to power off the SPARC 10.
6. On the back of the SPARC 10 is the on/off switch. Turn off the SPARC 10.

> *Note: Refer to* Desktop SPARC Hardware Owner's Guide Manual *on page 13.*

7. ***If*** the external CD-ROM drive is attached (to either 10), power it off also.

> *Note: Refer to* Desktop SunCD Plus Pack Installation Manual *on page 3-7, Figure 3-6.*

8. Power off the monitor.

Powering down DSIBSUN9 (Viking server) and dsibsun8 (test server)

> *Note: Follow the same commands as SUN9.*

1. **Do Not** use the power off command to shutdown DSIBSUN9.
2. Login using **dsiboper** and the password.
3. Move the mouse to the desktop area and right-click and select **Logout**.
4. On the logout confirmation window select **OK**.
5. After all windows logout a *Welcome to dsibsun9* window will appear. On the Options pull down list, hold the right mouse button and slide down to Command line login.
6. Press the **Enter** to get to a login prompt.
7. At the *dsibsun9 console login:* prompt, type **dsiboper** <enter>.
8. At the *password:* prompt type the **dsiboper password** <enter>.
9. To stop from entering into the desktop mode.
   - Press **Ctrl+C**

10. Change to the root directory.
    - **cd / <enter>**
11. Enter the command to gracefully shutdown DSIBSUN9.
    - **rootops shutdown -y -g0 -i0 <enter>**
12. This will gracefully shutdown DSIBSUN9. When OK prompt appears on the screen, the system is shutdown.
13. It is safe to power off the machine.

Powering down DSIBSUN7 (lpplus server)

Do Not use the power off command to shutdown DSIBSUN7.

1. Login using **dsiboper** and the password.
2. Move the mouse to the desktop area, right-click and select **Logout**.
3. On the logout conformation window select **OK**.
4. After all windows logout a *Welcome to dsibsun7* window will appear. On the Options pull down list, hold the right mouse button and slide down to Command line login.
5. Press **Enter** key to get to a login prompt.
6. At the *dsibsun7 console login* prompt, type **operator** <enter>.
7. At the *password:* prompt type in the **operator password** <enter>.
8. To stop from entering into the desktop mode.
    - Press **Ctrl+C**
9. Change to the root directory.
    - **cd / <enter>**
10. Enter the command to gracefully shutdown DSIBSUN7.
    - **rootstaff shutdown -y -g0 -i0 <enter>**
11. These steps will gracefully shutdown dsibsun7. When Ok prompt appears on the screen the system is shutdown.
12. It is safe to power off the machine (power switch is located on the rear of the base unit on the right).

Powering down Ultra 2s (Firewall 1 and Firewall 2)

Do Not use the power off command to shutdown Ultra 2.

1. Obtain the root password from the on-call SA.
2. Move the mouse to the desktop area. Right-click and select **Logout**.
3. On the logout conformation window select **OK**.
4. After all windows logout a *Welcome to Ultra 1 or 2* window will appear. On the Options pull down, hold the right mouse button and slide down to Command line login.
5. Press **Enter** to get to a login prompt.
6. At the *Ultra1* or *2 console login:* prompt, type **root** <enter>.
7. At the *password:* prompt, type the **root password** <enter>.
8. To stop from entering into the desktop mode.
    - Press **Ctrl+C**
9. Change to the root directory.
    - **cd / <enter>**
10. Enter the command to gracefully shutdown the Ultra 2.

– **shutdown -y -g0 -i0 <enter>**

11. These steps will gracefully shutdown the Ultra 2. When the OK prompt appears on the screen, the system is shutdown.
12. It is safe to power off the machine.

Powering down the Peripheral devices

Old Juke Box

1. Open the door on the back.
2. Locate the on/off switch on the bottom left.

> *Note: Refer to* EXABYTE EXB-120 Cartridge Handling Subsystem Users Manual *(page 2-4, Figure 2-3)*

3. Power off the Jukebox.

New Juke Boxes (3)

1. Locate the power switch is on the back outside panel, approximately three-quarters of the way from the top on the right side.
2. Power off the jukebox.

3480 Tape drives

1. Open the back of the 3480 cabinet. The operator will need an allan key wrench to open. The allan key is on top of the cabinet.
2. At the bottom is a power strip that turns the switch off. This will power off all units within the cabinet.
3. Verify the 3480s are powered off.
4. If the 3480s are still on power the 3480 drives off individually.
5. If the 3480 is a stand-alone unit, the power switch is on the back side left.

> *Note: Refer to* Storagetek 4420 Cartridge Tape Subsystem Maintenance Manual Section - Installation Manual *on page 24, Figure 8.*

Index

A

AVR/OMNI/VRS.....10-1

C

Commonly Used Directories and Aliases 12-2
Console Log 5-1
Coordination of Benefits 8-1
Creating Eligibility COB Tapes.....8-1
Crossover Cartridge Tapes 7-4

D

Datacard 13-1
Description of Equipment 6-4
DMERC 7-3

E

Effective Monitoring 12-1
Electronic Claims Submission.....6-1
Electronic Claims Via Modem 6-4
Electronic RA/3480 EOP Tapes Transfer 17-8

F

foil ribbons 13-5

H

Helpdesk.....9-1
Huntington Bank Transfers 16-8

I

Identifying Problems with AVR.....10-3
Identifying Problems with OMNI.....10-4

J

Job CLMPPOS1 11-7
Job CLMPPOS2 11-5
Job PCLRBNCE_POS 11-6
Job PCLRPOS.....11-4
Job SYSPD011.....11-6
Job SYSPD020.....11-5
Job SYSPD021.....11-6
Job VRS0D010.....11-1
Job VRS1D010.....11-2
Job VRS2D010.....11-2
Job VRS3D010.....11-4
Job VRS4D010 11-3
Job VRS5D010 11-3
Job VRSPD010 11-1

M

Maintenance.....13-4

N

Networker 18-1

O

Operations POS Procedures 11-5

P

POS Job Information.....11-4
POS Procedures 10-4
Postscript Conversion Print.....14-1
Power Loss.....13-4
preventative maintenance.....13-4
Printing Procedures.....14-1
processing remittance advice (RA) checks 16-1

R

Read in 3480 Cartridge Claims Tapes.....6-11
Read In Claim Tapes.....6-7
Reading Vendor Tapes.....6-8
Report Sorting and Distribution.....15-1
Researching Abends.....12-2
Reset a MARS Password 9-2
Reset an Indiana*AIM* Password.....9-1

S

shutdown procedures.....19-3
Sub-contractors & Suppliers 3-1
SUN Jukebox Backups.....18-1

U

Unload a Tape from the Qualistar Tape Drive 6-11

V

VRS jobs.....11-1

X

Xerox Printers 4-1